DOCUMENT RESUME

ED 231 400 IR 050 382

TITLE University of California Users Look at MELVYL: Results of a Survey of Users of the University of California Prototype Online Union Catalog. Part 1. Final Report.

INSTITUTION California Univ., Berkeley. Systemwide Administration. Library Studies and Research Div.

SPONS AGENCY Council on Library Resources, Inc., Washington, D.C.

PUB DATE 31 Mar 83

NOTE 393p.; For related documents, see IR 050 349 and IR 050 383.

PUB TYPE Statistical Data (110) -- Reports - Research/Technical (143)

EDRS PRICE MF01/PC16 Plus Postage.

DESCRIPTORS Design Requirements; Library Automation; *Library Catalogs; Library Research; *Library Services; *Man Machine Systems; *Online Systems; Questionnaires; *Search Strategies; *User Satisfaction (Information); Use Studies

IDENTIFIERS *MELVYL; *Online Catalogs; University of California

ABSTRACT

This report addresses the objectives of a national survey of users and non-users of online catalogs (OPAC's) as they apply to MELVYL and its implementation in the University of California (UC) Libraries on nine campuses. These objectives were to collect information to enable libraries to improve implementation of support services for public access online catalogs, remove barriers to OPAC use and extend service to potential users, and to assist designers to improve system interface features. Data sources for the Public Access Project as a whole are described, though this report focuses on findings from the analysis of user questionnaires from University of California respondents and selected data from the MELVYL transaction logging subsystem. Additional sections discuss the two cycles of data collection, development and revision of the data collection process and instruments, questionnaire administration and specific sources of UC data, the use and evaluation of the online catalog, its features, and the library environment. This report results from one of five investigations of user and non-user responses to public online catalogs which used a jointly-developed survey in all the participating libraries to identify the problems experienced by catalog users and their preferences for improving the catalog, as well as barriers to catalog use for non-users. (LMM)

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UNIVERSITY OF CALIFORNIA USERS LOOK AT MELVYL:

Results of a Survey of Users of the University of California Prototype Online Union Catalog

Final Report to the
Council on Library Resources

Division of Library Automation
and
Library Studies and Research Division

Office of the Assistant Vice President--
Library Plans and Policies
University of California Systemwide Administration
Berkeley, California 94720

March 31, 1983

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IR050382

NOTE TO THE READER

This is one of several project reports for this study to be submitted to the Council on Library Resources under separate grant and contract proposals. Reports will also be submitted by:

- J. Matthews and Associates, Inc.
- The Library of Congress
- Online Computer Library Center, Inc.
- The Research Libraries Group, Inc.

The *Data Collection Manual and Sampling Plan* (March 1982), produced by the Research Libraries Group, and the *Data Analysis Plan* (August 1982), produced by the University of California, have been submitted to the Council as separate reports. An earlier report from the Univeristy of California, *Users Look at Online Catalogs: Results of a National Survey of Users and Non-Users of Online Public Access Catalogs* (November 16, 1982), has been submitted to CLR; that report describes questionnaire results from all 29 libraries participating in the project. An additional report from the University of California, covering analysis of computer transaction logs, will be forthcoming at a later date.

All reports will be available through the ERIC information service.

A machine-readable file containing all data from the user and non-user questionnaires, suitable for analysis under SPSS, SAS, or other statistical analysis software packages, will be available from the University of California at nominal cost. Full documentation will be provided. For further information, please contact the Project Manager.

ACKNOWLEDGEMENTS

We would like first to acknowledge the financial support of the Council on Library Resources, and the advice, support, patience and guidance offered by C. Lee Jones, CLR's program officer for this project.

Special thanks are reserved for the 2,414 users of the University of California's MELVYL online catalog who agreed to complete a lengthy online questionnaire for this project (1,155 in the pilot test, and 1,259 in the final study), and for the hundreds of other users who, we suspect, waited patiently in line while our respondents completed the online survey.

We are indebted to members of the staff of the Office of the Assistant Vice President--Library Plans and Policies and to the members of the University of California Online Catalog Evaluation Group, who took time to review and comment on an early draft of this report. Our gratitude extends as well to the other participants in the CLR Public Access Project (at OCLC, the Library of Congress, the Research Libraries Group, and J. Matthews and Associates) who, while not having reviewed this particular report, have influenced this work through their contributions to the Project as a whole. If, in spite of all this help, errors in findings or interpretations remain, the responsibility is ours.

Finally, we wish to acknowledge the contributions of those who were instrumental in putting this report together: Ray R. Larson, project programmer, Vicki Graham and Heather Presley, who did much of the data analysis and writing, and Joyce Travlos, Administrative Assistant and word processing wizard.

Edwin B. Brownrigg Director of Library Automation Principal Investigator	Gary S. Lawrence Director of Library Research Project Manager

SUMMARY

As one of the five organizations conducting a coordinated study of users and non-users of online catalogs, funded by the Council on Library Resources, the University of California has a dual role. First, it is a participant in the study contributing its share of data and analysis; and second, it is the data processing "utility" for the user and non-user questionnaire data collected by all the participating organizations. It is in the former role that we submit to the Council this *Final Report* on a survey of the users of the University of California Online Union Catalog, MELVYL.

The objectives of the national survey were:

1. To produce data and interpretations that will enable designers of public online catalogs to improve system interface features, including command language, displays, search methods, and other matters related to catalog hardware and software.
2. To produce data and interpretations that will enable libraries to improve the implementation and support services (the organization interface) for public online catalogs.
3. To collect additional data that will enable libraries to remove barriers to use of the online catalog and to extend service to potential users.

This report addresses those objectives as they apply to MELVYL and its implementation in the University of California libraries.

Between March and May of 1982, an online questionnaire was administered to every 25th user who began a MELVYL session. The content of this questionnaire was identical to that developed jointly by the project consortium. MELVYL users completed 1,259 online questionnaires during this period. Questionnaire data were supplemented by information from the MELVYL computer transaction logs, permitting analysis of issues like the relationship between actual computer response times and perceived response-time problems, and between the number of records retrieved and the users' reported satisfaction.

We found that MELVYL users are frequent library users and frequent users of both the online catalog (only 9 percent were first-time users) and the card catalog. Over 80 percent discovered the catalog by seeing a terminal in the

library, and over half said they learned to use MELVYL from instructions on the terminal screen. A majority of respondents were men, and over 60 percent were undergraduates. MELVYL users come from all academic disciplines, but relative to users of online catalogs at other participating libraries, more MELVYL users appear to come from scientific disciplines and engineering. The characteristics of the MELVYL user population are apparently strongly influenced by the specific locations of the limited number of MELVYL terminals and the characteristics of the libraries in which those terminals are placed (Chapter 3).

Most users come to the catalog with subject-related information, and most conduct subject searches (Chapter 4).

MELVYL users report that their most serious problems in using the system include remembering what is included in the catalog, using truncation, reducing large retrieval results, scanning through long displays, interrupting output, increasing inadequate search results, finding the correct subject term, entering commands, selecting from a list of choices, and waiting for the computer to respond. Compared to respondents from other participating libraries, MELVYL users find it easier to conduct searches of all kinds (particularly subject searches), to understand bibliographic displays, instructions and explanations, and to reduce large search results. For the most part, users of Lookup Mode have more serious problems than Command Mode users. Many users complain about inadequate response times, but analysis shows that the users' attitudes are more strongly related to the search mode they use than to the actual system responses they experience (Chapter 5).

In assessing problems with library support services, MELVYL users have more than average difficulty finding a free terminal, and two-thirds report that writing space at the terminal is inadequate. Most users claim that they either did not get help while conducting their search, or received help online (Chapter 6).

About 31 percent of MELVYL users found nothing that they were looking for in their most recent computer search, and a similar number of respondents found their last search unsatisfactory. This result can be attributed in large part to the fact that the prototype database includes records for only about seven percent of UC's bound volumes, and includes nothing cataloged after 1980. Nonetheless, almost half the respondents found some things of interest during their search that they were not specifically looking for. Despite a relatively high degree of dissatisfaction with search results, over 90 percent have a favorable attitude toward MELVYL in general, and over two-thirds prefer MELVYL to the card catalog; only 14 percent thought the card catalog was better, and only 7 percent expressed an unfavorable attitude toward MELVYL (Chapter 7).

When asked how they would like to see MELVYL improved, a majority of users expressed interest in being able to view a list of words related to their search terms, and in having information about the circulation status of materials. The ability to search a book's table of contents or index, and the ability to print search results are also popular improvements. When asked how the library could improve MELVYL support, users said they wanted more terminals, both within and outside the library. Among improvements to the database, addition of serial titles was most popular, followed by added monographic records, government documents, newpapers, and dissertations. Most classes of material were wanted by at least 20 percent of respondents, and only about 4 percent said they were satisfied with the present database (Chapter 8).

In reviewing the findings from this study, we observed first that our interpretations of the data were dominated by the limitations of the database (which affect retrieval results and satisfaction) and the current distribution of terminals (which affects user characteristics and searching patterns). Despite the serious limitations imposed on the analysis by the prototype nature of MELVYL at the time of this study, it is possible to make some general observations.

The first group of observations confirm the results of earlier analysis of a wide variety of online catalogs:

- Most users (over 90 percent) like online catalogs; MELVYL is no exception.

- Most have discovered MELVYL by seeing terminals in the library; the UC libraries have been quite effective in making the prototype system visible and accessible to the public.

- The demand for additional terminals is great, both to reduce waiting time and to provide convenient access to the catalog from locations other than the library.

- Not enough attention has been given to terminal furniture; two-thirds of MELVYL users complain about insufficient writing space.

- There is substantial demand for printing capabilities.

- There is substantial demand for augmenting the database, both through addition of monograph records and inclusion of other forms of material.

- Subject searching predominates in MELVYL as in other online catalogs, and subject searching problems appear to be important. Even though subject access appears easier in MELVYL than in most other systems, attempts to improve users' success in subject searching, both through user training and system improvements, should be a high priority.

- Most users want to get circulation status information from the online catalog.

- Most users do not express a need for detailed bibliographic information. It would be best to provide very brief displays as defaults, and make it easy for users who want additional information to get it through optional displays.

A few additional observations about MELVYL users are not explicitly validated by previous findings, but appear to merit consideration and discussion.

- For most of the online catalogs studied, the majority of users are men, and men are both more successful and more satisfied with the online catalog than women, according to their own reports. In MELVYL, we found that men outnumber women by two to one in the survey sample, and males are more likely to be users of Command Mode than are females.

- MELVYL users claim to be using the online catalog to find "another library that has a book, journal or magazine that I want" at a somewhat higher rate than do users of other online catalog systems. Over 10 percent of respondents gave this answer, suggesting a substantial demand for inter-institutional bibliographic access and intercampus lending services.

- The analysis of MELVYL responses lends additional weight to the belief that menu-driven systems are not necessarily easier to use than systems requiring mastery of a command language. Lookup Mode users generally had more difficulty and were less satisfied than users of Command Mode.

- We discovered that attitudes about computer response time had more to do with the user's search mode than with actual system response, suggesting that users' expectations are at least as important as actual response in determining the "adequacy" of response time. Lookup Mode users, for instance, are quite satisfied with response times twice as long as those experienced in Command Mode. Because improving response time often requires significant financial outlays, it would seem that this area should be a high priority for further study.

- It is evident that when extensive online assistance is provided it will be used; MELVYL users said they used online assistance to learn how to search and to get assistance during a search at about twice the rate reported by users of other systems. We find no grounds for debate about whether online help will be used; the next frontier is to evaluate the teaching effectiveness of online help systems and develop designs for their improvement (Chapter 9).

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Chapter 1

BACKGROUND

In early 1981 the Council on Library Resources funded five organizations to conduct a coordinated study of user and non-user responses to public online catalogs. The principals in the project consortium were:

- J. Matthews and Associates, Inc.
- The Library of Congress
- The Online Computer Library Center, Inc. (OCLC)
- The Research Libraries Group (RLG)
- The University of California

The five investigations are independent in the sense that each principal plans to contribute unique methodologies, data, and analyses to the project, and each will report separately. The investigations are coordinated in the sense that they are all built around a jointly-developed survey of users and non-users in all the participating libraries. User and non-user questionnaires were developed, tested and revised by the consortium as a whole, and standard methods of administering and analyzing the questionnaires were adopted by all the participants. The history and organization of the Public Access Project sponsored by the Council on Library Resources are described in detail in a recent article written by the principal investigators in the project, to which readers of this report are referred.[1]

The University of California has a dual role in this project. As one of the five principals of the consortium, the University will analyze and report on questionnaire data from the UC libraries, and contribute additional data and analyses from the transaction monitoring system of the UC online union catalog, MELVYL. The University has also served as the "data processing utility" for the user and non-user survey, providing data conversion, computing, and statistical analysis services for questionnaires contributed by all participants in the project.[2]

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[1] Douglas Ferguson, *et al.*, "The CLR Public Online Catalog Study: An Overview," *Information Technology and Libraries*, June 1982, pages 84-97.

This report flows from the first role, which includes the responsibility to report on user questionnaire results and data from computer transaction logs for the MELVYL system, serving the libraries of the the nine University of California campuses.

1.1 THE PUBLIC ACCESS PROJECT: GENERAL BACKGROUND

1.1.1 Goals of the Questionnaire Study

The user and non-user questionnaires developed by the project consortium focused on identifying the problems that users of online catalogs experience, and their preferences for improving the catalog. Non-users were asked to identify the barriers to their use of the online catalog. The specific goals of the questionnaire study were:

1. To produce data and interpretations that will enable designers of public online catalogs to improve system interface features, including command language, displays, search methods, and other matters related to catalog hardware and software.
2. To produce data and interpretations that will enable libraries to improve the implementation and support services (the organization interface) for public online catalogs.
3. To collect additional data that will enable libraries to remove barriers to use of the online catalog and extend service to potential users.

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[2] See University of California, Systemwide Administration, Division of Library Automation and Library Research and Analysis Group, *Users Look at Online Catalogs: Results of a National Survey of Users and Non-Users of Online Public Access Catalogs*, Berkeley, CA: The University, November 16, 1982 (available from ERIC).

1.1.2 *Data Sources*

The sources of data used in this report include user questionnaires, data from the MELVYL transaction log system, and information about the participating libraries and computer catalog systems supplied by the participants. This section describes the data sources used for the Public Access Project as a whole.

1.1.2.1 *User Questionnaires*

Users were contacted at the point of use of the online catalog. Typically this was in a library unit but some terminal sites were outside library units. The main study used a detailed questionnaire, which was provided by a data collector and administered to selected individuals. Seating space was provided for completing the questionnaire and respondents were encouraged to complete it before leaving the terminal site. Details of the methodology for collecting user data are provided in the project Data Collection Manual.[3] The User Questionnaire can be found in Appendix A. The University of California, unlike the other participants, administered the User Questionnaire online, as a subsystem of the online catalog, but the text of the questionnaire and the method of administration parallelled those used at other locations.

1.1.2.2 *Non-User Questionnaires*

Non-user groups were also selected to complete a questionnaire in the library. Strictly speaking, these were non-users of online catalogs who are users of library services. Details of the methodology for collecting non-user data are provided in the Data Collection Manual.[4] The Non-User Questionnaire was not used at the University of California and will not be discussed in this report.

1.1.2.3 *Organization-Supplied Data*

Data about the libraries participating in the project, and their computer catalogs, were derived from Computer Catalog Profile questionnaires completed by the participating libraries. The Computer Catalog Profile is Appendix F.

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[3] The Research Libraries Group, *Public Online Catalog Study: Data Collection Manual*, March 16, 1982.

[4] Research Libraries Group, *op. cit*.

These data were used in two ways: (1) to construct new analytic variables, and (2) to provide descriptive information for background purposes. Some profile data can be used directly for analytical purposes. For example, data on the number of records and the percentage of the collection in the catalog can be included in multivariate analyses of the factors contributing to searching success.

Each participating library was asked to mark on a copy of the User Questionnaire those questions that did not apply to its system (of the questions 11-42, 43h, and 44-46). Responses were adjusted on the basis of these submissions. For example, in systems without subject searching capabilities, questionnaire responses dealing with *experiences* with subject searching were recoded to missing values, eliminating system-capability biases in the aggregate analysis of subject-searching problems.

1.1.3 Participants

Twenty-nine library systems participated in the nationwide study of the online catalog. Table 1 lists all participating libraries grouped by principal investigator. The characteristics of the participating libraries and their computer catalogs are discussed in some detail in a forthcoming publication summarizing project findings.[5]

1.2 THE UNIVERSITY OF CALIFORNIA AND ITS LIBRARIES

The University of California consists of nine campuses located throughout the state of California with a total enrollment of over 127,000 undergraduate, graduate, and professional students, and over 19,000 academic personnel (see Table 2). Instruction is offered in more than 100 schools and colleges offering undergraduate, graduate, and professional degree programs. In addition, organized research is conducted in approximately 150 specialized laboratories, institutes, and research centers and stations on the campuses and in other locations in the state. Training and research in the health sciences is offered in fourteen professional schools on six campuses. (The San Francisco campus is devoted entirely to the health sciences.) Three separate UC laboratories conduct basic and applied research in nuclear science, energy production, national defense, and environmental and health issues. Twenty-six

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[5] Joseph R. Matthews, Gary S. Lawrence, and Douglas K. Ferguson, eds., *Using Online Catalogs:* A Nationwide Study, New York: Neal-Schuman, (1983, in press).

TABLE 1

Participating Libraries

Library/Locations	*Library Type*	*System Name*
	University of California (DLA) Group	
Nine campuses	ARL	MELVYL
	J. Matthews & Associates, Inc. Group	
Claremont Colleges	Acad.	Claremont OLC
Evanston Public Library	Public	CLSI
Mankato State University	Acad.	Mankato OLC
Mission College	Comm. Coll.	ULISYS
Pikes Peak Library District	Public	Pikes Peak OLC
Steven F. Austin State Univ.	Acad.	DataPhase
West Valley Coll.	Comm. Coll.	ULISYS
	RLG Group	
Dartmouth College	ARL	Dart. OLC
Northwestern Univ.	ARL	NOTIS/LUIS
Stanford University	ARL	RLIN II
Library of Congress	State/Fed.	MUMS/SCORPIO
	OCLC, Inc. Group	
Ohio State University	ARL	LCS
Syracuse University	ARL	SULIRS
Dallas Public Library	Public	LSCAN
Iowa City Public Library	Public	CLSI
State Lib. of Ohio	State/Fed.	OCLC
Univ. of Akron	Acad.	OCLC
Univ. of Texas, Dallas	Acad.	OCLC
Ohio Univ., Athens	Acad.	OCLC
Univ. of Texas, Austin	Acad.	OCLC

TABLE 2

UC Student Enrollment and Staff: 1979-80

	Students			*Staff*		
CAMPUS	Undergrad	Graduate	Total	Academic	Other	Total
Berkeley	20,714	8,801	29,515	4,091	6,238	10,329
Davis	12,659	4,888	17,547	2,786	7,022	9,812
Irvine	7,390	2,314	9,704	1,459	4,817	6,276
Los Angeles	20,076	11,525	31,601	4,334	12,350	16,684
Riverside	3,096	1,390	4,486	802	1,638	2,440
San Diego	8,495	2,297	10,792	1,875	6,127	8,002
San Francisco	375	3,380	3,755	1,935	6,017	7,952
Santa Barbara	12,347	1,916	14,263	1,271	2,141	3,412
Santa Cruz	5,563	386	5,949	642	1,251	1,893
TOTAL	90,715	36,897	127,612	19,768	49,249	69,017

natural land and water reserve sites provide opportunities for teaching and research in field biology and related subjects. Agricultural research is carried out at three of the campuses and at nine field stations. Through University Extension, more than 10,000 credit and noncredit courses, workshops, seminars, and conferences are attended by over 350,000 students as part of the university's continuing education service.

Each of the nine campuses has its own main library which is supplemented by specialized branches (over 100 branches are located throughout the University). The combined collections of the UC library system total over 19 million bound volumes (see Table 3), and include special collections, original manuscripts, documents, and research materials. Inter-library loan service is provided for all campuses. In order to make the extensive resources of the UC library system available to all students, faculty, and staff of the University, it is the University's policy to provide comprehensive bibliographic access to the entire collection. Realization of this potential was the goal of the library

TABLE 3

UC Library Collections and Records Contributed to MELVYL, 1981-82

CAMPUS	*MELVYL Records*[1] Number	%	*Bound Volumes*[2] Number	%	Records Per Bound Volume (%)
Berkeley	181,677	14.2	6,117,424	32.2	3.0
Davis	192,301	15.1	1,753,213	9.2	11.0
Irvine	234,098	18.3	1,023,518	5.4	22.9
Los Angeles	176,389	14.0	4,882,164	25.7	3.6
Riverside	94,415	7.4	1,075,123	5.7	8.8
San Diego	239,091	18.7	1,507,875	7.9	15.9
San Francisco	6,619	0.5	500,514	2.6	1.3
Santa Barbara	64,767	5.1	1,473,308	7.7	4.4
Santa Cruz	83,538	6.5	678,725	3.6	12.3
Other	4,505	0.4			
TOTAL[3]	1,277,400	100.2	19,011,864	100.0	6.7

NOTES: [1]As reported in the MELVYL HELP screen, *"Help Contents."* [2]Source: University of California, Office of the Assistant Vice President--Library Plans and Policies, *University of California Library Statistics, July 1982*. This count includes some libraries that are not part of the General Library system at UC; many of these "unaffiliated libraries" have contributed or will contribute records to MELVYL. The count includes bound volumes of periodicals as well as monographs. [3]Percentages may not sum to 100 due to rounding.

development plan adopted by the university in 1977.[6] A key element in that plan is an extensive program of library automation. As part of this program, development and production of the University of California online union catalog was begun in 1979.

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[6] University of California, Office of the Executive Director, Library Plans and Policies, *The University of California Libraries: A Plan for Development*, Berkeley, CA: the University, November 1977.

1.3 THE MELVYL ONLINE CATALOG

The University of California online union catalog, known as MELVYL, provides access to recently acquired books in the University of California libraries. At this time, the catalog is offered in a prototype version containing approximately 733,000 records, representing 1.3 million books in the combined collections of all the campuses. This is only a small fraction of the total number of books in the entire university, and represents only items catalogued between about 1976 and December 1980. Table 3 shows the number of MELVYL records by campus and compares MELVYL representation to total bound-volume holdings. The production version of MELVYL, with new capabilities and a regularly-updated database, is scheduled to be available in the summer of 1983.

Only books are included in the catalog. There are no records for journals, music scores, phonograph records, maps, audio-visual materials, or other types of material.

Presently there are 86 MELVYL terminals available for public access.[7] The terminals are distributed among the nine UC campuses, located in both main and branch libraries (see Table 4). Terminals are concentrated in general research libraries, chiefly serving scholars and students in the arts and humanities; 35 terminals (41 percent) are in main campus libraries. An additional 19 terminals (22 percent) are in locations that serve mostly undergraduate students (counting all Santa Cruz terminals in this category; see Table 2, above). Medical and health science libraries (including all of the San Francisco campus) have 11 terminals, and physical and biological science libraries also have 11 terminals. The other 10 terminals (13 percent) are located in branches representing a variety of other academic disciplines. The number of terminals per campus will be increased when MELVYL goes into the production version.

MELVYL is designed to be used by patrons who are not familiar with computers. If the user needs assistance, he can type HELP, press the return key, and MELVYL will respond with instructions and suggestions. MELVYL will also notify the user if it cannot process a request, and will usually suggest what to do.

MELVYL features two search modes: Lookup Mode and Command Mode. In Lookup Mode, MELVYL gives complete instructions and asks the user to make choices or supply information. This is useful to users who are unfamiliar with the catalog and who do not want to learn the command language. Only limited features of the catalog are available in Lookup Mode: selection of

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[7] Dialup accounts, provided both for UC libraries and individual users, are not included in this count.

TABLE 4

MELVYL Terminal Locations at UC Libraries

CAMPUS	BRANCH	NUMBER OF TERMINALS	
Berkeley	Main	5	
	Co-op. Services; Biology; Education-Psychology; Law; Engineering; Library School; Inst. of Transportation Studies--1 each	7	
	Moffitt (Undergraduate)	2	
	TOTAL		14
Davis	Main	5	
	Health Sciences; Law; Physical Science--1 each	3	
	TOTAL		8
Irvine	Main	6	
	Biological Sciences	1	
	Physical Sciences	1	
	TOTAL		8
Los Angeles	Main (URL Reference)	2	
	Architecture & Urban Planning; Biomedical; Chemistry; College (Undergraduate)--1 each	4	
	Engineering & Math. Sciences	2	
	TOTAL		8
Riverside	Main	5	
	Bio-Agriculture	2	
	Physical Science	1	
	TOTAL		8
San Diego	Central	4	
	Cluster	8	
	Biomedical	1	
	Science and Engineering	2	
	Scripps Inst. of Oceanography	1	
	TOTAL		16
San Francisco	Main		8
Santa Barbara	Main		8
Santa Cruz	Main		8
TOTAL			86

library or group of libraries (e.g. by campus or by region); selection of type of search (author/title or subject); and display format (brief, long, etc.). Lookup Mode dialogues are menu-driven; that is, each screen presents the user with instructions and a list of numbered options from which to choose. The user responds by typing the number of one selection or the information requested, such as the author's name. The user may type HELP at any point to receive full instructions.

In Command Mode, the user can take full advantage of MELVYL's capabilities. MELVYL waits for the user to type in commands. The user can learn the command language online, by typing HELP after selecting Command Mode, and then following the instructions that appear on the screen. A search may be conducted using an author name (personal or corporate), a title or uniform title, a series name, or a subject. MELVYL will respond to all keywords that are entered regardless of the order. Spelling, however, must be exact. Books may be searched for by any combination of search terms using the conjunction AND in the initial FIND command. MELVYL will report the number of books in the catalog that fulfill the search request. If only one book is found, its records will be displayed automatically. If more than one book is found, the user must issue a DISPLAY command in order to see the records. The user can specify the number and format of the records he wishes to see.

Searches may be limited or expanded in a variety of ways. The truncation feature allows the user to broaden his search by specifying only the first few letters of a keyword. In this way the user may request that MELVYL retrieve all records which include words beginning with this root regardless of plural endings, verb conjugation tense, etc. At the time of the study, truncation was available in both Lookup and Command Modes, though users in Lookup were not informed of this. In Command Mode, the conjunctions AND, OR, and AND NOT may be used with the indexes (author, title, etc.) to modify the results of a previous search. AND NOT will eliminate certain records, OR will include other records, and AND will select specific combinations from the records already retrieved. Searches may also be limited by date of publication using the conjunction AND DATE as a modification. MELVYL also provides a means of canceling a modification and returning to the original search results. This can be done using the BACKUP command.

The BROWSE command allows the user to review the access fields in each of the indexes that can be searched. The user may then SELECT from this list the particular terms he wishes to search, and MELVYL will search for records with those headings. The user must then issue a DISPLAY command in order to see the actual records. Optionally, the user may choose to specify that only selected parts of a record be displayed (e.g. author, title, publisher, etc.).

Both Command Mode and Lookup Mode will issue HELP screens upon request at any time during the search. In Lookup Mode, the user merely types in

HELP. MELVYL will respond with a message that applies to the situation at hand, referring to the last command issued, the index searched, and the results. In Command Mode, users may request HELP alone, or they may type in HELP plus a keyword to receive detailed information and instruction on practically every aspect of the catalog. "HELP GLOSSARY" will retrieve a list of over 100 keywords that may be used with HELP.

In Command Mode the user may set and reset both the libraries searched and the display format, and may switch from Command Mode to Lookup Mode at any time. Lookup Mode users may switch modes, but while in Lookup, cannot change their library setting after their initial choice has been made. They may choose to see other display formats after a search is completed (if more than one book is retrieved, Lookup automatically displays in Review format), but only when prompted.

Examples of MELVYL searches are provided in Appendix H.

1.4 THE REPORT

This report is limited to a discussion of findings from analyses of user questionnaires from University of California respondents, and selected data from the MELVYL transaction logging subsystem. Chapter One is introductory. Chapter Two describes the two cycles of data collection, development and revision of the data collection process and instruments, the administration of the questionnaires, and the specific sources of UC data: the Online Questionnaire and the transaction log system. In Chapter Three, characteristics of users of the online catalog are discussed. Chapters Four through Eight deal with use and evaluation of the online catalog, its features, and the library environment. Chapter Four focuses on characteristics of online catalog searches, describing the types of information people bring to the search and how this information is used. Chapter Five examines use of features and problems encountered by users, while Chapter Six focuses on problems users experience with various aspects of the library environment, including instruction and terminal availability. User evaluations of particular searches and of the catalog as a whole are discussed in Chapter Seven. Chapter Eight describes improvements and additions to the catalog suggested by users. Chapter Nine presents some concluding observations. There are also several appendices of documents and data related to the project.

Included are appendices providing complete statistical analyses of UC questionnaire data. Readers will often be referred to these appendices,[*] which are:

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[*] Most of the tables in the text are drawn from Appendix B. Percentage distributions appearing in the crosstabular reports in other appendices may

- Appendix B: basic frequencies for the University of California online questionnaire.
- Appendix C: cross tabulation of University of California responses by campus.
- Appendix D: separately tabulated questionnaire responses for users of MELVYL's Command and Lookup search modes.

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differ somewhat from percentages shown in text tables due to occurrences of missing values in one or both of the crosstabulated variables.

Chapter 2

DATA

This chapter begins by describing the general methodology of the CLR Public Access Project, and proceeds to describe the University of California Online Questionnaire as a data collection instrument.

2.1 THE CLR QUESTIONNAIRES

The questionnaires were designed to capture particular information about users and non-users of online catalogs. Elements of the user interface were identified, and questions were developed to elicit information on five separate issues:

- Search methods and uses.
- Problems with the system and its features.
- Problems with library support for users of the online catalog.
- Improvements and additions to the online catalog.
- Demographic characteristics of users.

2.1.1 Cycle 1: Pilot Testing

2.1.1.1 Development

The questionnaires were developed, pretested in site situations, and revised, chiefly by the principal investigators and staff from the Research Libraries Group and OCLC, Inc. Subsequently, the questionnaires were used in a full-scale pilot test, and further revised and improved. The following sections describe the process.

2.1.1.2 *Testing*

Cycle 1 data collection was a pilot study to test and evaluate data collection processes and instruments. The User Questionnaire for Cycle 1 is included as Appendix G. During the period of data collection, from November, 1981 to December, 1981, 2,680 user questionnaires were collected and evaluated by the principal investigators and the project Advisory Committee (Appendix E), including 1,155 from UC respondents. Data from Cycle 1 were tested for consistency, response bias, and problems arising from questionnaire length. Detailed procedures for these processes will be found in the Data Analysis Plan Version 1.0, Chapter 4.[9]

The University of California administered the User Questionnaire online, as a subsystem of the computer catalog, and did not administer the Non-User Questionnaire. For a discussion of the Non-User Questionnaire, the reader is referred to the aggregate report.[10]

2.1.1.3 *Revisions*

As a result of Cycle 1, several changes in procedures and instruments were made. Both the user and non-user questionnaires were revised and shortened. Wording of questions was improved and response categories were refined, partially through the use of write-in comments from respondents. Open-ended categories (i.e. "Other") were dropped. Data collection and control procedures were improved. Computer System Profile questionnaires (discussed in Chapter 1) were designed in order to obtain information from each library and computer system. The final version of the User Questionnaire appears in Appendix A.

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[9] Gary S. Lawrence, Ray. R. Larson, and Vicki Graham, *Online Catalog Evaluation Project, Data Analysis Plan, Version 1.0*, Berkeley: University of California Systemwide Administration, October 20, 1982, available from the authors on request.

[10] University of California, *Users Look at Online Catalogs, op. cit.*

2.1.2 *Cycle 2: Final Data Collection*

Data collection for Cycle 2 was conducted in April and May of 1982. During this time, 8,094 user and 3,981 non-user questionnaires were collected, including 1,259 User Questionnaires from UC campuses. Most participating libraries distributed machine-readable paper questionnaires. Users were selected immediately after leaving the terminal. For detailed descriptions of data collection processes see the project Data Collection Manual.[11]

At UC, every 25th user, regardless of campus location or time of day, was selected. A request for participation in the study was issued at the beginning of the MELVYL session. If a user agreed to paticipate, the questionnaire appeared after the search session was completed. Detailed description of the online questionnaire subsystem can be found in the Phase I report.[12]

2.2 THE UNIVERSITY OF CALIFORNIA ONLINE QUESTIONNAIRE

This section provides an overview of the development and implementation of the UC Online Questionnaire as used for the CLR Public Access Project.

2.2.1 *The Online Questionnaire Subsystem*

The University of California online catalog is equipped with a questionnaire subsystem capable of controlling the administration of questionnaires, displaying questions, and recording user response. The Online Questionnaire administration software was developed as a special subsystem of the user interface of the catalog called Lookup Mode. Lookup Mode provides a simple menu selection and 'fill-in-the-blanks' approach to the catalog for inexperienced users. It already included much of the software required to implement the questionnaire online.

The CLR Public Access Project was the first application of the questionnaire subsystem. Each question of the CLR User Questionnaire was stored as an individual 'screen' in the MELVYL screen file. A sampling routine in the logon software of the catalog permitted a request for questionnaire participation to be issued to only a fixed proportion of users initiating a catalog session. The logic of the questionnaire subsystem is described in section 4 of the Phase I Final Report.[13]

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[11] Research Libraries Group, *op. cit.*

[12] Ray R. Larson. *Evaluating Public Access Online Catalogs: Phase I Development and Testing of Data Collection and Analysis Tools. Final Report to the Council on Library Resources.* Berkeley, CA.: University of California, Division of Library Automation, July 1981.

2.2.2 *The MELVYL Transaction Log Subsystem*

During the normal operation of the MELVYL system, a software monitor incorporated into the patron interface generates log records of virtually every event taking place (e.g., indexes searched, requests for help, etc.). This capability made it possible to monitor the search session which preceded the administration of the online questionnaire. These transaction records can be linked to questionnaire data, and a new record for each questionnaire created. Thus, the linked questionnaire/transaction file provides data for comparing user response to the questionnaire with the actual session at the catalog.

2.2.3 *Cycle 1: The Pilot Study*

Data collection using an online questionnaire differs in a number of ways from data collection using a machine readable paper questionnaire. One of the objectives of the pilot study was to test the questionnaire subsystem and user interface as well as the instrument itself. During the pilot cycle of data collection (October 26, 1981 to November 22, 1981), the sampling parameter was set to issue a request for participation to every 15th user beginning a session on the system. During this period 1,155 user questionnaires were collected, 47 percent of which were completely answered and the remainder containing partial data from cases where the user gave up before finishing the questionnaire.

2.2.4 *The Demographic Study*

The low completion rate observed in the pilot cycle prompted the mounting of a second online questionnaire in January, 1983 to determine whether the characteristics of the pilot cycle respondents were the same as those of MELVYL users in general, or whether responses were biased toward specific parts of the user population. This questionnaire consisted of four demographic questions adapted from the user questionnaire (academic area, affiliation, library use, and online catalog use). The demographic questionnaire was issued to every 15th user at the beginning (rather than the end) of the catalog session in order to obtain demographic data about the 'dropouts' in the pilot. Comparing the demographic characteristics of respondents in both questionnaires, it was found that no major bias was introduced by non-completion. Except for some variation in the percentages of visitors and infrequent users, the demographic characteristics were the same for those who completed the pilot questionnaire and the demographic questionnaire. This indicates that the online questionnaire obtained a representative sample of the user population.

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[13] Larson, *op. cit.*

2.2.5 *Cycle 2: The Final Study*

The major problem with the online questionnaire administered in Cycle 1 was the time it took to complete. Experiments conducted by project staff suggested that completing the Cycle 1 questionnaire would take from 20 to 30 minutes. Fifteen minutes of this time, however, was attributed to screen display. Certain questions (those in Likert, or "Strongly Agree-Strongly Disagree", format) required lengthy response scales to be repeatedly displayed for each of about 40 questions. Repeating these scales for each question meant that the respondent had to wait for the scale to appear before answering a question.

The major revision between Cycle I and Cycle 2 questionnaires was the reduction in the number of questions from 81 to 59. This revision was made uniformly for all questionaires, paper and online.

Revisions specific to the online questionnaire consisted of 1) changing the sampling parameter from every 15th user to every 25th in order to minimize possible queuing problems caused by questionnaire respondents tying up the terminals, and 2) changing the screen presentation for the Likert section in order to speed up the process of display. Thus, Cycle 2 administration of questionnaires was considerably streamlined over Cycle 1, and completion rates increased accordingly. Acceptance rates, however, decreased, for reasons that are not known, although it is likely that some of the decrease can be attributed to respondents from the first cycle who (quite understandably) had no interest in completing the questionnaire again.

2.2.6 *Responses to the Cycle 2 Questionnaire*

Table 5 shows the number of online questionnaires completed (entirely or in part) by users at each UC campus.

TABLE 5

Final Questionnaire Returns

CAMPUS	*Number*	*Percent*
Berkeley	232	18.5
Davis	145	11.5
Irvine	62	4.9
Los Angeles	186	14.8
Riverside	67	5.3
Santa Barbara	163	13.0
Santa Cruz	83	6.6
San Diego	299	23.8
San Francisco	18	1.4
Other	4	0.4
Total	1,259	100.0

Chapter 3

USERS OF MELVYL

3.1 GENERAL

Figure 1 lists the text of questions related to use of the library and its catalogs. Figure 2 lists the questions about personal characteristics asked of respondents, and Figure 3 lists the questions pertaining to academic level and affiliation.

3.2 USE OF THE LIBRARY AND ITS CATALOGS

MELVYL users are frequent users of the library: 85.2 percent use the library at least once a week and 42 percent use it daily (Appendix B, p. 46, and Table 6). There is no significant difference among University of California campuses (Appendix C, p. 70). In April and May of 1982, only 9.2 percent of MELVYL users were first-time users (Table 7). The card catalog[14] still appears to be used more frequently by online catalog users, but MELVYL is remarkably popular, given its limitations. In fact, the proportion of respondents who use MELVYL on *at least* most library visits (48.0 percent) slightly exceeds the proportion who use the card catalog with similar frequency (46.0 percent).[15]

Tables 6, 8 and 9 contrast use of catalogs and libraries by UC respondents with use by all respondents to Project questionnaires. MELVYL users do not consult the online catalog as frequently as online catalog users in other participating organizations (Table 8). They are, however, much more frequent users of the card catalog (Table 9) and the library (Table 6). The

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[14] Throughout this report, the phrase "card catalog" is intended to mean "card, book, or microform" catalog; or, more generally, any traditional form of the catalog, for which the online catalog is a replacement.

[15] This result may be biased somewhat by the large number of responses from the San Diego undergraduate library, where the card catalog is closed (Tables 3 and 5).

48. I come to the library:
a. Daily
b. Weekly
c. Monthly
d. About four times a year
e. About once a year
f. Not before today

49. I use this computer catalog:
a. Every library visit
b. Almost every visit
c. Occasionally
d. Rarely
e. Not before today

50. I use this library's book, card or microfilm catalog:
a. Every library visit
b. Almost every visit
c. Occasionally
d. Rarely
e. Not before today

51. I use a computer system other than the library's computer catalog:
a. Daily
b. Weekly
c. Monthly
d. About four times a year
e. About once a year
f. Never

52. I first heard about this computer catalog from: (Mark *ONE* only)
a. Noticing a terminal in the library
b. Library tour, orientation or demonstration
c. An article or written announcement
d. A course instructor
e. A friend or family member
f. Library staff

53. I learned how to use this computer catalog: (Mark *ALL* that apply)
a. From a friend or someone at a nearby terminal
b. Using printed instructions
c. Using instructions on the terminal screen
d. From the library staff
e. From a library course or orientation
f. From a slide/tape/cassette program*
g. By myself without any help

* Not included in the UC Online Questionnaire.

Figure 1: Library and Catalog Use Questions

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TABLE 6

Library Use

Question 48: *I come to this library:*

	UC	All[1]
a. Daily	42.3%	25.8%
b. Weekly	42.9	42.4
c. Monthly	8.8	18.4
d. Four times a year	2.8	7.4
e. Once a year	1.2	1.7
f. Not before today	1.9	4.3

[1] All participating libraries, including UC.

TABLE 7

Relative Use of Computer and Card Catalogs: UC Libraries

Question 49: *I use this computer catalog:*
Question 50: *I use this library's book, card or microfilm catalog:*

	Computer Catalog	Card Catalog
a. Every visit	13.9%	16.6%
b. Most visits	34.1	29.4
c. Occasionally	35.6	38.0
d. Rarely	7.2	11.1
e. Not before today	9.2	4.9

frequency of MELVYL use does not differ significantly among campuses, but frequency of card catalog use does, with respondents at Berkeley, Santa Cruz, and Los Angeles using the card catalog more frequently than ~~average~~, and those at Davis, Irvine, San Diego[15] and San Francisco using it relatively less frequently (Appendix C, p. 72).

TABLE 8

Computer Catalog Use--Comparison

Question 49: *I use this computer catalog:*

	UC	All
a. Every visit	13.9%	21.1%
b. Most visits	34.1	36.9
c. Occasionally	35.6	26.8
d. Rarely	7.2	5.5
e. Not before today	9.2	9.8

Frequency of use of MELVYL differs by search mode. Command Mode users use it more frequently than Lookup Mode users (Table 10). This could be a self-fulfilling prophecy, because the introductory MELVYL screen describes Lookup Mode as being designed for "new and occasional users" (Appendix H). In this connection, though, it is interesting to note that, of 79 first-time users, 14 (17.7 percent) were using Command Mode (Appendix D, page 59).

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[15] Note that most responses from San Diego come from the Cluster Undergraduate Library, which has closed its card catalog and relies only on MELVYL for user access to its monographic holdings.

TABLE 9

Other Catalog Use--Comparison

Question 50: *I use this library's book, card or microfilm catalog:*

	UC	All
a. Every visit	16.6%	12.4%
b. Most visits	29.4	21.2
c. Occasionally	38.0	34.4
d. Rarely	11.1	21.3
e. Not before today	4.9	10.7

TABLE 10

Frequency of MELVYL Use by Search Mode of Respondent

Question 50: *I use this library's book, card or microfilm catalog:*

	Command Mode	Lookup Mode
a. Every visit	15.4%	13.0%
b. Most visits	41.4	29.4
c. Occasionally	35.9	35.4
d. Rarely	3.2	10.0
e. Not before today	4.1	12.2

3.2.1 *Online Catalog Users are Not Necessarily Users of Other Computers*

MELVYL users are not significantly different from other questionnaire respondents in terms of computer experience (Table 11). Many users (34.2 percent) have never used another terminal. However, almost the same amount, 34.1 percent, use another terminal weekly or daily. There is no significant difference among campuses (Appendix C, p. 73).

TABLE 11

Experience with Other Computer Systems

Question 51: *I use a computer system other than the library's computer catalog:*

	UC	All
a. Daily	14.0%	13.0%
b. Weekly	20.1	16.7
c. Monthly	11.2	13.0
d. About 4 times a year	12.5	11.9
e. About once a year	7.9	9.1
f. Never	34.2	36.3

3.2.2 *Most Users Discover the Catalog by Seeing it in the Library*

As Table 12 shows, 81 percent of MELVYL users first discover the online catalog by seeing it in the library. Family and friends rank second (7.6 percent), followed by organizational sources like tours, library staff, and course instructors. Discovering the online catalog by seeing a terminal in the library is more common at the University of California than among other libraries in the Public Access Project.

TABLE 12

Means of First Discovering the Computer Catalog

Ranked by Frequency of Response

Question 52: *I first heard about this computer catalog from*:

	UC	All
a. Noticing a terminal in the library	81.0%	63.6%
e. A friend or family member	7.6	9.3
b. Library tour, orientation or demonstration	4.2	10.2
f. Library staff	3.0	9.0
d. A course instructor	2.4	4.2
c. An article or written announcement	1.8	3.7

3.2.3 Respondents Learn to Use the Catalog from a Variety of Sources

Although MELVYL users report using a variety of sources in learning to use the online catalog, a majority claim to have used instruction provided by MELVYL itself. The proportion of MELVYL users who learned from online aids is nearly twice that of all other Public Access Project respondents (Table 13).

Almost 30 percent said they learned to use the online catalog without any help, about twice the proportion who said they learned without help in the Public Access Project as a whole, and almost twice the proportion of ARL respondents who so claimed. It should be noted that many who said they learned "by themselves" may have benefited from online assistance without consciously crediting this source of aid.

The other side of this coin is that only 5.4 percent of respondents said they learned how to use the catalog from library staff. This is only about 1/6 as many as learned from staff on the Public Access Project generally (Table 13), and 1/5 as many as learned from staff in the ARL libraries.

Library staff play a more prominent role at Riverside (10.9 percent), San Diego (10.2 percent), Santa Barbara (8.0 percent) and Davis (6.5 percent).

TABLE 13

Methods of Learning to Use the Computer Catalog

Ranked by Frequency of Response[1]

Question 53: *I learned how to use this computer catalog:* (*Mark* ALL *that apply*) .

	UC	All	ARL
c. Using instructions on the terminal screen	56.4%	29.0%	25.7%
b. Using printed instructions	31.0	53.3	62.2
g. By myself without any help	29.9	19.8	18.4
a. From a friend or someone at a nearby terminal	8.3	15.5	16.8
d. From the library staff	5.4	29.6	24.4
e. From a library course or orientation	2.0	6.2	8.5
f. From a slide/tape/cassette program	[2]	0.2	0.0

[1] Percentages sum to more than 100 due to legitimate multiple responses.
[2] Response category not offered in the UC Online Questionnaire.

Library courses are relatively important at Berkeley (6.6 percent). At Irvine, the use of online instruction (30.6 percent) is exceeded by self-teaching (50 percent) and use of printed instruction (41.7 percent); at Riverside, the amount of online instruction (39.1 percent) is equaled by reliance on self-instruction (Appendix C, p. 76).

3.3 DEMOGRAPHIC CHARACTERISTICS

Questions related to the general demographic characteristics of online catalog users are displayed in Figure 2.

54. My age group is:

- a. 14 and under
- b. 15-19 years
- c. 20-24 years
- d. 25-34 years
- e. 35-44 years
- f. 45-54 years
- g. 55-64 years
- h. 65 and over

55. I am:

- a. Female
- b. Male

56. Mark your current or highest educational level:
(Mark *ONE* only)

- a. Grade School or Elementary School
- b. High School or Secondary School
- c. Some College or University
- d. College or University graduate

Figure 2: User Characteristics Questions

3.3.1 Age

The MELVYL user population is younger than the aggregate population (Table 14). Most MELVYL users (71.9 percent) are under 24 years of age The largest category is the 20-24 age group, and the percentage for this group is significantly higher than aggregate frequencies.

Sixty percent of users from San Francisco fall into the 25-34 year old category. Excluding this campus, MELVYL users from Berkeley tend to be older than MELVYL users from other campuses. At Davis, Santa Barbara, Santa Cruz, and San Diego, percentages are highest in the 20-24 year old category, while at Riverside and Irvine percentages are very high in the 15-19 year old category (31.9 percent and 44.4 percent, respectively). A detailed breakdown of age by campus can be found in Appendix C, p. 78.

TABLE 14

Users by Age Group

Question 54: *My age group is:*

	UC	All
a. 14 and under	1.7%	1.8%
b. 15 - 19 years	23.4	19.6
c. 20 - 24 years	46.8	37.8
d. 25 - 34 years	18.8	26.6
e. 35 - 44 years	5.4	9.1
f. 45 - 54 years	1.7	3.0
g. 55 - 64 years	0.8	1.3
h. 65 and over	1.4	0.8

TABLE 15

Sex of Online Catalog Users

Question 55: *I am: (a) Female (b) Male*

	Female	Male
All Libraries	40.1%	59.9%
ARL Libraries	39.1	60.9
University of California	33.1	66.9

3.3.2 Sex

Almost 60 percent of MELVYL users are male (Table 15). The difference between the proportion of male and female users is even greater at UC than for the aggregate sample and other ARL libraries. Female users are in the minority at all UC campuses, though the percentage varies from 22.5 percent at Los Angeles to 43.5 percent at Davis. Berkeley and Santa Barbara also have a slightly higher than average percentage of female users, and Riverside and San Francisco have a higher than average percentage of male users (Appendix C, p. 80).

These differences between campuses may be attributable to differences in campus populations. As was discovered in the aggregate report,[17] however, the propensity of male users is probably not a demographic accident: women are significantly less likely to be users of an online catalog than men. Distribution also differs greatly by mode. Seventy-five percent of command mode users are male, while only 61.9 percent of Lookup Mode users are male (Appendix D, p. 68).

TABLE 16

User Educational Levels

Question 56: *Mark your current or highest educational level:*

	UC	All
a. Grade School or Elementary School	2.6%	1.0%
b. High School or Secondary School	4.9	9.0
c. Some College or University	59.5	46.2
d. College or University Graduate	33.1	43.8

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[17] University of California, *Users Look at Online Catalogs, op. cit.*

3.3.3 *Educational Levels*

More than half of MELVYL users have at least some college education, and 33.1 percent are college graduates (Table 16). Level of education differs significantly by campus. Excluding San Francisco (where all MELVYL users are college graduates), Berkeley has the highest percentage of users who are graduates: 42.4 percent. At Santa Cruz and San Diego, 76.1 and 72.5 percent, respectively, have had some college or university education, (Appendix C, p. 81). This distribution is consistent with the makeup of the student body at each campus, and is further affected by terminal distribution, especially by the large concentration of San Diego terminals at the Cluster Undergraduate Library (Tables 2 and 4, Chapter 1).

The breakdown by mode shows that Command Mode users tend to have more education than Lookup Mode users, though the difference is not large (Appendix D p. 69).

3.4 *ACADEMIC CHARACTERISTICS OF RESPONDENTS*

Figure 3 lists the text of questions related to the academic characteristics of respondents.

3.4.1 *Academic Disciplines of MELVYL Users*

MELVYL users, like users in the aggregate sample, come from a wide distribution of academic disciplines. The highest percentage of MELVYL users are in the Arts and Humanities. Similarly, the highest percentage of aggregate users are also in the Arts and Humanities. The second largest category of MELVYL users is significantly different from other sample groups: 22.7 percent come from Physical/Biological Sciences, whereas only 11.6 percent of users from the aggregate sample are in this category. The percentage of UC users is somewhat higher than the aggregate in the Social Sciences, but much lower in Business/Management (see Table 17).[18]

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[18] As noted in Chapter 1 (see Table 4), about 13 percent of MELVYL terminals are located in science branch libraries, which may explain the high representation of this group relative to other participating institutions. Notably, the branch libraries serving the business and management schools at Berkeley and Los Angeles do not have MELVYL terminals at this time.

57. The category that best describes my academic area is: (Mark *ONE* only)

a. Arts and Humanities
b. Physical/Biological Sciences
c. Social Sciences
d. Business/Management
e. Education
f. Engineering
g. Medical/Health Sciences
h. Law
i. Major not declared
j. Interdisciplinary

58. The main focus of my academic work at the present time is: (Mark *ALL* that apply)

a. Course Work
b. Teaching
c. Research

59. My present affiliation with this college or university is:

a. Freshman/Sophomore
b. Junior/Senior
c. Graduate - masters level
d. Graduate - doctoral level
e. Graduate - professional school
f. Faculty
g. Staff
h. Other

Figure 3: Questions Regarding Academic Characteristics of Users

TABLE 17

Academic Disciplines of Users

Ranked by Frequency of Response

Question 57: *The category that best describes my academic area is:*[1]

		UC	All
a.	Arts and Humanities	24.2	26.1%
b.	Physical/Biological Sciences	22.7	11.6
c.	Social Sciences	19.3	17.6
f.	Engineering	14.1	11.9
g.	Medical/Health Sciences	5.8	5.6
d.	Business/Management	4.7	13.3
i.	Major not declared	4.0	3.4
h.	Law	2.9	2.0
e.	Education	2.0	5.5
j.	Interdisciplinary	0.2	3.1

[1]Answered only at college and university sites.

The frequency distribution of users by discipline differs from campus to campus. MELVYL users at Berkeley and Santa Cruz are predominantly from Arts and Humanities and the Social Sciences. Users at Davis, Irvine, and Riverside are primarily in the Physical/Biological Sciences. Users at Santa Barbara and San Diego are more evenly distributed, though for both of these campuses, a higher percentage of users come from Physical/Biological Science as well (Appendix C, p. 82).[19]

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[19] This response distribution is undoubtedly influenced by the branch distribution of terminals; see Chapter 1, Table 4.

TABLE 18

Academic Status of Respondents to the User Questionnaire

Ranked by Frequency of Response

Question 59: *My present affiliation with this college or university is:*[1]

	UC	All
b. Junior/Senior	39.0%	34.1%
a. Freshman/Sophomore	23.2	25.7
h. Other	16.1	8.0
d. Graduate - doctoral level	7.6	9.7
c. Graduate - masters level	6.4	13.4
f. Faculty	3.2	4.0
g. Staff	2.6	2.8
e. Graduate - professional school	1.9	2.3

[1]Answered only at college and university sites.

3.4.2 Academic Status of Users

As Table 18 shows, 16 percent of MELVYL users are not students, faculty, or staff. Most of these non-affiliated users come from Berkeley, Los Angeles, and San Diego campuses. Of those users affiliated with the University, most are undergraduates: 39 percent juniors and seniors, and 23.2 percent freshmen and sopohomores. Graduate students, including those in professional school, account for 15.9 percent of users at UC, whereas at other libraries, they make up 30.6 percent of the user population. A high percentage of undergraduate users come from Santa Cruz (79.1 percent) and San Diego (74.0 percent). Santa Barbara and Irvine also have a high percentage of undergraduate users (Appendix C, p. 87).[20]

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[20] This distribution is, of course, strongly influenced by the facts that Santa Cruz is chiefly an undergraduate campus (Table 2, Chapter 1) and that half the San Diego terminals are located in the undergraduate library (Table 4, Chapter 1). The relative underrepresentation of graduate students

3.4.3 Focus of Academic Work

Table 19 compares respondents' focus of academic work at UC with the focus at all other academic libraries. There is not much difference in the responses to this question except that MELVYL users tend to check fewer response categories, which is why all of the percentages in the table are slightly lower than for all other libraries. The highest percentage of users whose focus is course work come from San Diego (81.9 percent). Santa Barbara accounts for the highest percentage of users whose focus is teaching (14.7 percent) and Riverside accounts for the highest percentage of users whose focus is research (43.5 percent), closely followed by Berkeley (43.2 percent). A more detailed breakdown can be found in Appendix C, p. 85.[21]

TABLE 19

Focus of Academic Work

Question 58: *The main focus of my academic work at the present time is: (Mark* ALL *that apply)*[1]

	UC	All
a. Course Work	71.4%	74.4%
b. Teaching	7.5	9.5
c. Research	35.6	37.7

[1] Answered only at college and university sites.

---

and faculty is similarly influenced by the concentration of terminals in general and undergraduate libraries, rather than discipline-oriented branches (Table 4, Chapter 1).

[21] The focus of work is, of course, related to the academic status of the respondent; the status distribution, in turn, is influenced by terminal location. See the previous note, and Table 4, Chapter 1.

Chapter 4

CHARACTERISTICS OF ONLINE CATALOG SEARCHES

4.1 GENERAL

The first four questions on the User Questionnaire deal with characteristics of the search just completed by the respondent:

- The kind and amount of *bibliographic information* brought to the search
- The *bibliographic task* to be performed, e.g., to find a known item, perform a subject search, or verify bibliographic information
- The *search method* used, as reflected by the bibliographic access points used in the search (subject, author, etc.)
- The *application*, the reason for which the search was performed.

Questions about search characteristics in the User Questionnaire are displayed in Figure 4.

1. I came to this computer search with: (Mark *ALL* that apply)

a. A complete author's name
b. Part of an author's name
c. A complete title
d. Part of a title
e. A topic word or words
f. A subject heading or headings
g. A complete call number
h. Part of a call number

2. By searching this computer catalog I was trying to find: (Mark *ALL* that apply)

a. A specific book, journal or magazine
b. Books, journals or magazines on a topic or subject
c. Books by a specific author
d. Information such as publisher, date, spelling of a name etc.
e. If a book that I know the library has is available for my use
f. Another library that has a book, journal or magazine that I want

3. I searched for what I wanted by: (Mark *ALL* that apply)

a. A complete author's name
b. Part of an author's name
c. A complete title
d. Part of a title
e. A topic word or words
f. A subject heading or headings
g. A complete call number
h. Part of a call number

4. I need this information for: (Mark *ALL* that apply)

a. Recreational uses
b. Making or fixing something
c. My work or job
d. Personal interest
e. A hobby
f. Class or course reading
g. A course paper or report
h. A thesis or dissertation
i. Writing for publication
j. Teaching or planning a course
k. Keeping up on a topic or subject

Figure 4: Questions Regarding Characteristics of the Online Catalog Search

4.2 BIBLIOGRAPHIC INFORMATION

4.2.1 *Most Users Come with Subject-Related Information*

As Table 20 shows, most MELVYL users come to the online catalog search with information about topics or subjects: 49.0 percent with "complete subject headings" and 34.0 percent with "a topic word or words." These figures are significantly higher than the aggregate figures. Search information also varies somewhat by campus. Users at Irvine are much more likely to come with subject or topic information, while users at Berkeley bring author information to their searches. Title search information is used with the highest frequency at Santa Barbara (Appendix C, p. 14).

TABLE 20

Bibliographic Information Brought to Online Catalog Searches

Comparison of UC Data with Aggregate Data[1]

Question 1: *I came to this computer search with*: (*Mark* ALL *that apply*)

	University of California	All Respondents
f. A subject heading or headings	49.0%	44.4%
a. A complete author's name	35.3	41.9
e. A topic word or words	34.0	28.7
c. A complete title	27.0	39.3
b. Part of an author's name	12.4	12.7
d. Part of a title	9.9	10.9
g. A complete call number	2.0	5.0
h. Part of a call number	1.3	1.1

[1] Percentages sum to more than 100 due to legitimate multiple responses.

Table 21 shows the responses to Question 1 reclassified into Author, Title, and Subject categories. Note that this information is not constructed from the information in Table 20, but is computed from the raw questionnaire responses in order to fully account for multiple responses.

TABLE 21

Classes of Information Brought to the Search by Users

Ranked by Frequency of Response

Category of Information[1]	*UC*	*All*
Subject	47.0%	36.2%
Author	13.7	10.8
Author-Title	13.2	21.6
Author-Title-Subject	10.9	11.9
Title	6.3	9.0
Author-Subject	5.4	5.7
Title-Subject	3.5	4.8

[1] Derived from User Question 1 (Figure 4). Users who came *only* with call number information are excluded.

Table 21 shows that almost one-half of MELVYL users come to the online catalog with *only* subject information. The next-ranking category, users with author information, is considerably smaller.

4.2.2 About Thirty Percent of Users Bring Only "Known Item" Information

Another way to look at the importance of subject information in online catalog use is to differentiate between users who come only with information about authors and titles (which we will refer to here as "known item" information, recognizing that we include tasks of the "any book by a specific author" category under this label) and users who come with some topical information as well. Table 22 reveals this dichotomy, showing that 66.8 percent of MELVYL users bring a topical interest to their search, and that 33.2 percent bring only "known-item" information.

TABLE 22

"Known Item" and Subject Information Brought to the Search by Users

Category of Information[1]	*UC*	*All*
Author	13.7	10.8
Title	6.3	9.0
Author-Title	13.2	21.6
Subtotal, Known Items	*33.2%*	*41.4%*
Subject	47.0	36.2
Author-Subject	5.4	5.7
Title-Subject	3.5	4.8
Author-Title-Subject	10.9	11.9
Subtotal, Subject Information	*66.8%*	*58.6%*

[1] Derived from User Question 1 (Figure 4). Users who came *only* with call number information are excluded.

4.2.3 Many Users Come with More than One Kind of Information

There is another interesting contrast between users bringing only one element of information to the search and users bringing more than one. Table 23 shows that 67 percent of MELVYL users come with *only* author or title or subject information, while the remaining 33 percent come with more than one item of data. Even if we assume (perhaps correctly) that users making author-title searches are in possession of "one item" of information about a desired known item, there remain about 20 percent of users who come with some unspecified (and perhaps complex) mix of author, title and subject information.

Table 23 also shows that MELVYL users are more likely to bring single elements of information to the search than are users in the aggregate sample. The difference is accounted for by a significantly larger incidence of author and subject information among MELVYL users.

TABLE 23

Number of Information Elements Brought to the Search by Users

Category of Information[1]	*UC*	*All*
Author	13.7%	10.8%
Title	6.3	9.0
Subject	47.0	36.2
Subtotal, Single Element	*67.0%*	*56.0%*
Author-Title	13.2	21.6
Author-Subject	5.4	5.7
Title-Subject	3.5	4.8
Author-Title-Subject	10.9	11.9
Subtotal, Multiple Elements	*33.0%*	*44.0%*

[1] Derived from User Question 1 (Figure 4). Users who came *only* with call number information are excluded.

4.3 *BIBLIOGRAPHIC TASKS*

Table 24 shows that most users are seeking books, journals or magazines on a topic. At the University of California, the percentage of users seeking information on a topic is larger than for the aggregate sample. MELVYL users are less likely to be searching for specific items or to be interested in availability of an item.[22] Instead, they are more interested in finding out if the item is available through another library.[23] Analysis of data by UC campus

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[22] Of course, MELVYL does not provide availability information, as it is not part of, or linked to, a circulation system. This may condition the responses to this question.

[23] Only six of the 15 computer catalog systems (MELVYL, Mankato, ULYSIS [Mission and West Valley Colleges], LCS [Ohio State], OCLC and RLIN II) contain holdings information for multiple library systems.

TABLE 24

Bibliographic Tasks for which the Online Catalog is Used

Comparison of UC and Aggregate Data[1]

Question 2: *By searching this computer catalog I was trying to find*: (*Mark* ALL *that apply*)

		UC	All
b.	Books, journals or magazines on a topic or or subject	59.5%	53.44%
a.	A specific book, journal or magazine	36.4	50.11
c.	Books by a specific author	24.6	23.66
e.	If a book that I know the library has is available for my use	11.7	16.77
f.	Another library that has a book, journal or magazine that I want	10.7	7.44
d.	Information such as publisher, date, spelling of a name etc.	4.2	5.33

[1] Percentages sum to more than 100 due to legitimate multiple responses.

shows that users from different campuses are looking for different kinds of information. At Berkeley, 44 percent of users were interested in locating a specific item, whereas 51 percent were interested in books on a topic. At both Irvine and Davis users were most interested in locating books on a specific topic (70.8 percent and 69.9 percent respectively). Users from Berkeley and San Francisco were more interested than users from other campuses in finding books by specific authors. Interest in availability, while not high at any of the campuses, is higher at Santa Barbara, Los Angeles, and Santa Cruz. Interest in display of bibliographic information was highest at Irvine and Berkeley (Appendix C, p. 15).

4.4 SEARCH METHODS

4.4.1 Most Users Search by Subject or Topic

Table 25 shows that most MELVYL users use subject headings or topic words in their search: 47.9 percent "searched by subject headings" and 36.4 percent "searched by topic word or words."

TABLE 25

Methods of Searching Used with the Online Catalog

Comparison of UC and Aggregate Data[1]

Question 3: *I searched for what I wanted by:* (*Mark* ALL *that apply*)

	UC	All
f. A subject heading or headings	47.9%	43.4%
e. A topic word or words	36.4	29.9
a. A complete author's name..................	32.9	38.0
c. A complete title	25.3	35.5
b. Part of an author's name	15.1	15.0
d. Part of a title...........................	11.3	14.2
g. A complete call number....................	[2]	4.4
h. Part of a call number	[2]	0.8

[1] Percentages sum to more than 100 due to legitimate multiple responses.

[2] Response category not offered at UC.

Search methods differ somewhat among the UC campuses. At Irvine, 49 percent of users said they searched by topic and 67.3 percent searched by subject headings. A high percentage of users at Berkeley use complete author (38.3 percent) or part author (20.8 percent) information in their searches, while a lower than average percent use subject or topic information (Appendix C, p. 16).

TABLE 26

Types of Searches Conducted on Online Catalogs

Ranked by Frequency of Response

Type of Search[1]	*UC*	*All*
Subject	44.5%	34.1%
Author	15.2	13.8
Author-Title	11.7	17.5
Author-Title-Subject	9.3	10.1
Title	8.8	12.3
Author-Subject	7.0	6.5
Title-Subject	3.5	5.8

[1] Derived from User Question 3 (Figure 4). Users who conducted *only* call number searches are excluded.

As we did with bibliographic information in a previous section, we can separate out from Question 3 the issues of the kind and amount of information used in the search. Once again, subject searching is most common in the MELVYL system, constituting 44.5 percent of all searches. Table 26 shows the results when search methods are classified into Author, Title and Subject categories.

4.4.2 Over Sixty Percent of Online Catalog Searches Involve Subjects

As Table 27 shows, 64.3 percent of MELVYL searches involve subject searching; 35.7 percent are "known item" searches. Subject searching is more prevalent in MELVYL than in the aggregate sample, even when systems without subject searching capabilities have been excluded, as shown in Table 28.

TABLE 27

"Known Item" and Subject Searches in Online Catalogs

Type of Search[1]	*UC*	*All*
Author	15.2%	13.8%
Title	8.8	12.3
Author-Title	11.7	17.5
Subtotal, Known Items	*35.7%*	*43.6%*
Subject	44.5	34.1
Author-Subject	7.0	6.5
Title-Subject	3.5	5.8
Author-Title-Subject	9.3	10.1
Subtotal, Subject Information	*64.3%*	*56.5%*

[1] Derived from User Question 3 (Figure 4). Users who conducted *only* call number searches are excluded.

4.4.3 Multiple Access Points are Used in About Thirty Percent of Searches

As Table 29 shows, over 60 percent of reported searches involve use of only one kind of heading index--either author, title, or subject.[24] Again, the relative weighting toward single-index searches is chiefly accounted for by author and subject searches, although MELVYL users appear slightly more disposed to conduct combined author-subject searches as well.

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[24] Various systems define a "heading" in various ways--defining an index to include certain specific MARC fields and subfields, for example. We recognize the wide differences among systems in defining and naming searchable indices; rather than accounting for all the permutations, we will simply refer to them in the terms we used in the questionnaire: author, title and subject.

TABLE 28

MELVYL Compared to Other Catalogs with Subject Search Capability

Type of Search[1]	*UC*	*Others*
Author	15.2%	13.6%
Title	8.8	12.0
Author-Title	11.7	15.6
Subtotal, Known Items	*35.7%*	*41.2%*
Subject	44.5	35.5
Author-Subject	7.0	6.8
Title-Subject	3.5	6.0
Author-Title-Subject	9.3	10.5
Subtotal, Subject Information	*64.3%*	*58.8%*

[1] Derived from User Question 3 (Figure 4). Users who conducted *only* call number searches are excluded.

TABLE 29

Number of Access Points Used in Online Catalog Searches

Type of Search[1]	*UC*	*All*
Author	15.2%	13.8%
Title	8.8	12.3
Subject	44.5	34.1
Subtotal, Single Element	*68.5%*	*60.2%*
Author-Title	11.7	17.5
Author-Subject	7.0	6.5
Title-Subject	3.5	5.8
Author-Title-Subject	9.3	10.1
Subtotal, Multiple Elements	*31.5*	*39.9%*

[1] Derived from User Question 3 (Figure 4). Users who conducted *only* call number searches are excluded.

4.5 *APPLICATIONS*

In Table 30 we see that most users search the online catalog to find materials for class reading, papers, or personal interest. A second tier of responses is associated with vocational or recreational uses (work or job, "keeping up" on a topic, or recreation). Responses from MELVYL users do not differ greatly from the aggregate responses in most categories, though the percentage seeking information for vocational use is slightly lower. Users from different campuses consult the computer catalog for different reasons. At Davis, 48.4 percent of respondents say that they need information for course papers or reports. Users at Irvine conducted searches for personal interest (34.0 percent), recreational uses (26.0 percent), or for hobbies (22 percent). More than half (52.9 percent) of the users at San Francisco were seeking information for vocational purposes (Appendix C, p. 17).[25]

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[25] It will be recalled that the San Francisco campus is devoted entirely to

TABLE 30

Reasons for Conducting the Online Catalog Search

Comparison of UC and Aggregate Data[1]

Question 4: *I need this information for*: (*Mark* ALL *that apply*)

		UC	All
g.	A course paper or report	38.6	38.6%
f.	Class or course reading	28.4	28.7
d.	Personal interest	27.9	29.9
a.	Recreational uses	17.4	16.8
k.	Keeping up on a topic or subject	14.7	14.2
c.	My work or job	12.3	16.9
h.	A thesis or dissertation	11.2	9.7
e.	A hobby	10.0	7.7
i.	Writing for publication	7.5	7.2
j.	Teaching or planning a course	4.5	4.6
b.	Making or fixing something	3.2	3.2

[1] Percentages sum to more than 100 due to legitimate multiple responses.

4.6 ON THE RELATIONSHIP BETWEEN BIBLIOGRAPHIC INFORMATION AND SEARCH METHOD

Table 31 compares the search information brought by MELVYL users (Table 21) and the methods used by them (Table 26). There are noticeable differences in the two distributions. In Tables 32 and 33, we compare the information brought and the information used in terms of "known item" vs. subject searching and in terms of the number of information items (or access points) involved.

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the health sciences. The library use patterns and attitudes of medical researchers, practitioners and students would tend to explain this finding

TABLE 31

Information Brought to and Used in MELVYL Searches

Category[1]	*Information Brought*[2]	*Access Points Used*[3]
Subject	47.0%	44.5%
Author	13.7	15.2
Author-Title	13.2	11.7
Author-Title-Subject	10.9	9.3
Title	6.3	8.8
Author-Subject	5.4	7.0
Title-Subject	3.5	3.5
TOTAL[4]	100.0	100.0

[1]Derived from User Questions 1 and 3 (Figure 4). Users who came with or searched by call number information *only* are excluded. [2]From Table 21. [3]From Table 25. [4]Totals may deviate from 100 percent due to rounding.

As Table 32 shows, users do not always apply the subject information they claim to bring to the search: known-item searching exceeds known-item information by a small amount. The principal contributor to this shift is the subject category. Apparently some users bring only subject information, but search using only author and title information. It seems likely that this observation represents only a small internal inconsistency in questionnaire responses.

A similar, but smaller, discrepancy between information brought and information used appears in Table 33, where single-element searching is more prevalent than single-element information. This, again, may be attributable to inconsistent responses. Other possible causes are discussed in our report on the aggregate findings.[26]

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[26] University of California, *Users Look at Online Catalogs, op. cit.*

TABLE 32

"Known Item" and Subject Information Brought to and Used in MELVYL Searches

Category[1]	*Information Brought*[2]	*Information Used*[3]
Author	13.7	15.2
Title	6.3	8.8
Author-Title	13.2	11.7
Subtotal, Known Items	*33.2%*	*35.7%*
Subject	47.0	44.5
Author-Subject	5.4	7.0
Title-Subject	3.5	3.5
Author-Title-Subject	10.9	9.3
Subtotal, Subject Information	*66.8%*	*64.3%*

[1] Derived from User Questions 1 and 3 (Figure 4). Users who came with or searched by call number information *only* are excluded.
[2] From Table 22. [3] From Table 27.

Another source for the apparent discrepancies in Tables 31 to 33 may lie in the search strategies of MELVYL users; perhaps users who come with subject information are led by their search results to do additional author-title searches, for example. This possibility merits further exploration.

TABLE 33

Number of Information Elements Brought to and Used in MELVYL Searches

Category[1]	*Information Brought*[2]	*Information Used*[3]
Author	13.7	15.2
Title	6.3	8.8
Subject	47.0	44.5
Subtotal, Single Element	*67.0%*	*68.5%*
Author-Title	13.2	11.7
Author-Subject	5.4	7.0
Title-Subject	3.5	3.5
Author-Title-Subject	10.9	9.3
Subtotal, Multiple Elements	*33.0%*	*31.5%*

[1] Derived from User Questions 1 and 3 (Figure 4). Users who came with or searched by call number information *only* are excluded.
[2] From Table 23. [3] From Table 29.

4.7 *TRANSACTION LOG DATA*

Data from the transaction logs can be used to further describe questionnaire respondents' sessions at the computer catalog. Table 34 lists the indices actually accessed during the questionnaire search session, and shows the percentage of respondents that used each index.[27] Percentages sum to more than

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[27] For subject searches in Lookup Mode, which automatically access both subject and title indices, the data are corrected to remove the title-search component. A similar adjustment was made for the fact that Lookup Mode checks both corporate and personal author indices for author searches unless a number appears in the string, in which case it checks only the corporate author index.

100 since a user may have used one or more of the indices more than once during a session. The first column shows data for all UC respondents, the second for Command Mode users, and the third for Lookup Mode. The major difference between Lookup and Command Modes is that Lookup Mode respondents use the subject index more than do Command Mode users.

TABLE 34

Keyword Indices Actually Used by MELVYL Users

		Search Mode	
Index	All	Command	Lookup
Personal Author	44.0%	40.6%	45.9%
Corporate Author	3.1%	6.5%	1.1%
Title	36.2%	38.3%	35.0%
Subject	68.1%	61.7%	71.7%
Series	1.5%	4.0%	0.1%
Uniform Title	0.5%	1.5%	0.0%

NOTE: Percentages sum to more than 100 due to legitimate use of multiple indices.

Table 35 classifies Question 3 into author, title, and subject searches, and compares these responses to transaction log data about indices used. Responses to Question 3 are fairly consistent with actual indices. The differences, though small, do suggest some inconsistencies in user responses or occasional misunderstandings of the terms used in the CLR User Questionnaire, but the magnitude of the differences shows that the problem is not methodologically important.

TABLE 35

A Comparison of Questionnaire Responses and Indices Actually Used

Type of Search	Responses to Question 3	*Search Mode (Transaction Log)*		
		All	Command	Lookup
Author	15.2%	12.0%	15.4%	10.1%
Title	8.8%	6.1%	11.1%	3.4%
Au-Ti	11.7%	13.6%	11.6%	14.8%
Subject	44.5%	43.8%	38.3%	46.8%
Au-Su	7.0%	7.8%	7.3%	8.0%
Ti-Su	3.5%	4.6%	7.1%	3.2%
Au-Ti-Su	9.3%	12.1%	9.3%	13.6%
TOTAL	100.0	100.0	100.0	100.0

Chapter 5

CATALOG FEATURES AND PROBLEMS

5.1 PROBLEMS WITH CATALOG FEATURES

The questionnaire has 28 questions about how users evaluate various catalog features. Only 27 of these were asked of MELVYL users: Question 14, regarding searching by call number, was excluded from the Online Questionnaire, as MELVYL does not offer this feature (Figure 5).

5.1.1 On Positively and Negatively Phrased Questions

Figure 5 shows that some questions were phrased *positively* (e.g., '...is easy...'), and some were phrased *negatively* (e.g., "...is difficult...," "too slow," "too long," or "too much time,"). Dr. Paul Kantor, a consultant to the project and member of our Advisory Committee (Appendix E), has demonstrated that:

- Positive and negative questions appear to have different "average" responses, because respondents appear more likely to agree to a positively-phrased question than to disagree with a negatively-phrased one.[28]

- Therefore, the two groups of questions, positive and negative, should be treated separately in analysis and presentation.

- Negative questions particularly should not be mathematically transformed to "point in the same direction" as positive questions.

Following Dr. Kantor's advice, the two sets of questions will be treated separately in this section. The reader who wishes to review the evidence for this conclusion should consult Appendix B, pages 76 through 80, and the tables that follow in this section.

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[28] Dr. Paul A. Kantor, personal communication, June 3, 1982.

Response categories for all the following questions were:

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
1	2	3	4	5	6

11. A computer search by title is difficult.
12. A computer search by author is easy.
13. A computer search by subject is difficult.
14. A computer search by call number is easy.
15. A computer search by combined author/title is difficult.
16. Remembering commands in the middle of the search is easy.
17. Finding the correct subject term is difficult.
18. Scanning through a long display (forward or backward) is easy.
19. Increasing the result when too little is retrieved is difficult.
20. Reducing the result when too much is retrieved is easy.
21. Understanding explanations on the screen is difficult.
22. Using codes or abbreviations for searching is easy.
23. Abbreviations on the screen are easy to understand.
24. Locating call numbers on the screen is difficult.
25. Searching with a short form of a name or a word (truncation) is easy.
26. Using logical terms like AND, OR, NOT is difficult.
27. Remembering the exact sequence or order of commands is easy.
28. Understanding the initial instructions on the screen is difficult.
29. Understanding the display for a single book, journal or magazine is easy.
30. Understanding the display that shows more than a single book, journal or magazine is difficult.
31. Interrupting or stopping the display of information is easy.
32. Typing in exact spelling, initials, spaces and hyphens is difficult to do.
33. Knowing what is included in the computer catalog is easy to remember
34. The order in which items are displayed is easy to understand.
35. Displayed messages are too long.
36. Selecting from a list of choices takes too much time.
37. Entering commands when I want to during the search process is difficult.
38. The rate at which the computer responds is too slow.

Figure 5: Catalog Features Questions on the User Questionnaire

5.1.2 *Responses to Positively-Phrased Questions*

Tables 36 and 37 show the median and mean responses of users to 13 positively-phrased questions about system features and problems. A positive mean or median response here indicates that the majority of respondents *agreed* to a positively-phrased question about the online catalog.[29] The larger the value, the more respondents agreed or strongly agreed, i.e., the fewer indicated that they had a problem. The questions in Tables 36 and 37 are therefore ranked from negative measures to positive ones, so that the most serious problems appear at the top of the list. The most serious problem in the group appears to be "remembering what is included in the computer catalog"--the median score indicates that a majority of users found this difficult. For the remaining questions in this group, the majority of users who provided valid responses appeared not to have problems (median scores in Table 36 are positive). The next four most serious problems, in rank order, are:

- Using truncation
- Reducing the result when too much is retrieved
- Scanning through a long display
- Interrupting the display.

Rankings by mean and by median differ somewhat for UC libraries. The differences do not affect the "top five" list, but change the ranking among the five problems somewhat.

Comparing the mean scores for UC and aggregate responses in Table 37 suggests that MELVYL users experience greater than average problems in the following areas:[30]

- Knowing what is included in the computer catalog

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[29] For purposes of analysis, the original Likert scale, ranging from "1-Strongly Agree" to "5-Strongly Disagree" (Figure 5) was mathematically transferred to a range from "+2 (Strongly Agree)" to "-2 (Strongly Disagree)." Respondents in category "6-Does Not Apply" were not included.

[30] With positively-phrased questions, when comparing two *negative* scores, the larger score is the greater problem: more users disagreed that the feature was easy to use. When comparing two *positive* scores, the smaller score indicates the greater problem: fewer respondents agreed that the feature was easy to use.

TABLE 36

Median Responses to Positively-Phrased Questions About System Problems

Ranked in Order from Greatest to Least Reported Difficulty

		UC	All
33.	Knowing what is included in the computer catalog is easy to remember.	-0.20	-0.0
25.	Searching with a short form of a name or a word (truncation) is easy	0.2	0.3
20.	Reducing the result when too much is retrieved is easy.	0.3	0.3
18.	Scanning through a long display (forward or backward) is easy.	0.4	0.6
31.	Interrupting or stopping the display of information is easy.	0.6	0.6
27.	Remembering the exact sequence or order of commands is easy.	0.6	0.7
16.	Remembering commands in the middle of the search is easy.	0.6	0.8
22.	Using codes or abbreviations for searching is easy.	0.8	0.8
34.	The order in which items are displayed is easy to understand.	0.9	0.9
23.	Abbreviations on the screen are easy to understand.	1.0	0.8
14.	A computer search by call number is easy.	[1]	0.8
29.	Understanding the display for a single book, journal or magazine is easy.	1.2	1.0
12.	A computer search by author is easy	1.3	1.1

[1] This feature is not available in MELVYL; the question was deleted in the final version of the Online Questionnaire.

TABLE 37

Mean Responses to Positively-Phrased Questions About System Problems

Ranked in Order from Greatest to Least Reported Difficulty

		UC	All
33.	Knowing what is included in the computer catalog is easy to remember.	-0.13	-0.02
25.	Searching with a short form of a name or a word (truncation) is easy	0.22	0.19
18.	Scanning through a long display (forward or backward) is easy.	0.23	0.30
20.	Reducing the result when too much is retrieved is easy.	0.25	0.19
31.	Interrupting or stopping the display of information is easy.	0.33	0.38
16.	Remembering commands in the middle of the search is easy.	0.39	0.55
27.	Remembering the exact sequence or order of commands is easy.	0.46	0.50
22.	Using codes or abbreviations for searching is easy.	0.64	0.58
34.	The order in which items are displayed is easy to understand.	0.79	0.68
23.	Abbreviations on the screen are easy to understand.	0.90	0.60
14.	A computer search by call number is easy.	[1]	0.65
12.	A computer search by author is easy.	1.07	1.02
29.	Understanding the display for a single book, journal or magazine is easy.	1.09	0.89

[1] This feature is not available in MELVYL; the question was deleted in the final version of the Online Questionnaire.

- Scanning through a long display (forward or backward)
- Interrupting or stopping the display of information
- Remembering commands in the middle of the search
- Remembering the exact sequence or order of commands.

Conversely, MELVYL users apparently found the following easier than do those using many other online catalogs:

- Searching with a short form of a name or a word (truncation)
- Reducing the result when too much is retrieved
- Using codes or abbreviations for searching
- The order in which items are displayed
- Abbreviations on the screen
- A computer search by author
- Understanding the display for a single book, journal or magazine.

5.1.3 Responses to Negatively-Phrased Questions

Table 38 lists the median responses to 15 negatively-phrased questions about system features, and Table 38 contains mean responses to these questions. In these tables, the meaning of positive and negative signs is reversed from Tables 36 and 37. A positive score indicates that a majority *agreed* with a *negative* statement about the catalog, i.e., they had a problem. Scores in Tables 38 and 39 are therefore ordered from positive to negative, with the largest positive scores denoting the the most common problems.

Tables 38 and 39 both show that the "top 5" problems in this group of questions are:

- Increasing the search result
- Finding the correct subject term
- Entering commands when I want to
- Slow computer responses

TABLE 38

Median Responses to Negatively-Phrased Questions About System Problems

Ranked in Order from Greatest to Least Reported Difficulty

		UC	All
19.	Increasing the result when too little is retrieved is difficult	0.6	0.4
17.	Finding the correct subject term is difficult	0.6	0.1
37.	Entering commands when I want to during the search process is difficult	-0.1	-0.5
38.	The rate at which the computer responds is too slow	-0.3	-0.6
36.	Selecting from a list of choices takes too much time	-0.6	-0.7
26.	Using logical terms like AND, OR, NOT is difficult	-0.7	-0.5
13.	A computer search by subject is difficult	-0.7	-0.6
32.	Typing in exact spelling, initials, spaces and hyphens is difficult to do	-0.7	-0.8
35.	Displayed messages are too long	-0.7	-0.8
30.	Understanding the display that shows more than a single book journal or magazine is difficult	-1.0	-0.9
24.	Locating call numbers on the screen is difficult	-1.1	-1.0
15.	A computer search by combined author/title is difficult	-1.2	-1.0
11.	A computer search by title is difficult	-1.2	-1.1
28.	Understanding the initial instructions on the screen is difficult	-1.3	-0.9
21.	Understanding explanations on the screen is difficult	-1.3	-1.0

TABLE 39

Mean Responses to Negatively-Phrased Questions About System Problems

Ranked in Order from Greatest to Least Reported Difficulty

		UC	All
19.	Increasing the result when too little is retrieved is difficult.	0.38	0.23
17.	Finding the correct subject term is difficult.	0.34	0.08
37.	Entering commands when I want to during the search process is difficult.	-0.05	-0.27
38.	The rate at which the computer responds is too slow.	-0.13	-0.27
36.	Selecting from a list of choices takes too much time.	-0.41	-0.45
32.	Typing in exact spelling, initials, spaces and hyphens is difficult to do.	-0.47	-0.55
35.	Displayed messages are too long.	-0.47	-0.70
13.	A computer search by subject is difficult.	-0.48	-0.36
26.	Using logical terms like AND, OR, NOT is difficult.	-0.54	-0.40
30.	Understanding the display that shows more than a single book, journal or magazine is difficult.	-0.90	-0.79
24.	Locating call numbers on the screen is difficult.	-0.92	-0.82
11.	A computer search by title is difficult.	-0.96	-0.91
15.	A computer search by combined author/title is difficult.	-0.97	-0.85
28.	Understanding the initial instructions on the screen is difficult.	-1.10	-0.76
21.	Understanding explanations on the screen is difficult.	-1.14	-0.83

- Time required to select from a list of choices.

For the first two items, increasing the search result and finding the correct subject term, a majority of users expressed difficulty (Table 38).

Table 39 shows that in seven of these 15 areas, MELVYL users may have greater than average difficulty:[11]

- Increasing the result when too little is retrieved
- Finding the correct subject term
- Entering commands when I want to during the search process
- The rate at which the computer responds
- Selecting from a list of choices
- Typing in exact spelling, initials, spaces and hyphens
- Displayed messages are too long.

By contrast, MELVYL users apparently experience less serious problems in the following areas:

- A computer search by subject
- Using logical terms like AND, OR, NOT
- Understanding the display that shows more than a single book, journal or magazine
- Locating call numbers on the screen
- A computer search by title
- A computer search by combined author/title
- Understanding the initial instructions on the screen

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[11] In comparing mean scores on *negatively-worded* questions, a large positive score denotes a greater problem (more respondents agreed with a negative statement) and a small negative score denotes a greater problem (fewer respondents disagreed with a negative statement).

- Understanding explanations on the screen.

5.2 *SYSTEM PROBLEMS DO NOT VARY AMONG CAMPUSES*

With only one exception, user responses to questions about problems with the online catalog system did not vary to a statistically significant degree among UC campuses. The exception was Question 18, "Scanning through a long display is easy." Respondents at Berkeley and San Francisco appeared to have the most difficulty with this facet of the catalog, and users at Irvine and Riverside appeared to have the least difficulty. The actual response patterns (presented in Appendix C, p. 36) are not easily interpreted, and the relationship is not strong: the Eta statistic[32] is only 0.13.

5.3 *LOOKUP MODE USERS HAVE MORE SERIOUS PROBLEMS*

In 14 of the 27 Likert-scale questions about system problems, respondents who were using MELVYL's Lookup Mode offered responses that were statistically different from those of Command Mode users. Table 40 lists these 14 questions in descending order according to the strength of the difference. In this case, the strength of difference is measured by the Pearson correlation between the search mode of the session and the response to the Likert question, and the largest correlation is listed first in the table.

It is notable that the user's search mode is not a strong contributor to the user's response; the largest correlation reported in Table 40 is 0.20, a relatively mild relationship.

In all but two cases, Lookup users appear to have more difficulty than users of Command Mode. In the two cases where Command Mode presents greater problems, the relationship is weak (correlations equal 0.08 and 0.02 respectively). Command Mode users indicate problems with "scanning through a long display" (Question 18) and the time required for "selecting from a list of choices" (Question 36), both areas in which Command Mode would be expected to perform better than Lookup. One explanation for the "long display" problem is that users of Command Mode are presented by default with the "brief" display format, a paragraph display, while Lookup Mode users get the

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[32] Eta is a statistic used when one of the two variables being tested is a classification variable (e.g., campus) and the other is a measurement variable on a continuous scale (e.g., Likert-scale response). The value of Eta ranges from 0 to 1, and is interpreted like a Pearson's correlation coefficient.

TABLE 40

Significant Difference in System Problems by Search Mode

Ranked in Order from Greatest to Least Difference

		"Problem" Mode[1]	Correlation[2]
22.	Using codes or abbreviations for searching is easy. ...	L	.20
25.	Searching with a short form of a name or a word (truncation) is easy.	L	.15
26.	Using logical terms like AND, OR, NOT is difficult. ...	L	.13
37.	Entering commands when I want to during the search process is difficult.	L	.13
20.	Reducing the result when too much is retrieved is easy.	L	.10
30.	Understanding the display that shows more than a single book journal or magazine is difficult.	L	.10
11.	A computer search by title is difficult.	L	.09
29.	Understanding the display for a single book, journal or magazine is easy.	L	.09
31.	Interrupting or stopping the display of information is easy.	L	.09
18.	Scanning through a long display (forward or backward) is easy.	C	.08
27.	Remembering the exact sequence or order of commands is easy.	L	.07
28.	Understanding the initial instructions on the screen is difficult.	L	.07
36.	Selecting from a list of choices takes too much time. ..	C	.05
21.	Understanding explanations on the screen is difficult. .	L	.02

[1] Denotes the mode of respondents reporting the greatest difficulty on each question. "L" is Lookup Mode, "C" is Command Mode. [2] Pearson product moment correlation between question response and search mode; only the absolute value of the correlation coefficient is reported.

"review" format, a one- or two-line brief record, unless they ask for a fuller display.

The problem with "selecting from a list of choices" may be related to this. If respondents considered selecting from numbered bibliographic items as an aspect of this question, then selecting the desired record from a list of "choices" in brief format would be quite time-consuming for Command Mode users.

While the interpretation of differences for individual questions may be unclear, the evidence taken as a whole suggests that Lookup users have more difficulty using the catalog, although the difference is not great. We cannot, however, be sure whether the difference is attributable to the search modes themselves, or to differences in the skills and attitudes of the users who select one mode over the other.

5.4 TRANSACTION LOG DATA

TABLE 41

Sources of Help and User Errors

Ranked in Order of Relative Frequency of Errors

Source of Instruction	Sessions With No Errors	Sessions With One Or More Errors
a. Printed material or signs	62.6%	37.4%
c. Library staff member	65.2	34.8
d. Person nearby	69.0	31.0
b. Instructions on the terminal screen	73.7	26.3
e. I did not get help	78.5	21.5

TABLE 42

Methods of Learning to Use the Computer Catalog

Ranked in Order of Relative Frequency of Errors

Source of Instruction	Sessions With No Errors	Sessions With One Or More Errors
d. From the library staff	68.8%	31.3%
b. Using printed instructions	70.1	29.9
e. From a library course or orientation	72.2	27.8
c. Using instructions on the terminal screen	73.1	26.9
g. By myself without any help	76.1	23.9
a. From a friend or someone at a nearby terminal	80.8	19.2

Data from the transaction logs provides information on types and frequency of user errors and requests for HELP. Frequent errors or requests for HELP may be indications of problems with the computer catalog.

5.4.1 User Errors

Out of the 1,259 sessions for which we have questionnaire data, 326 (25.9 percent) were sessions in which users made errors and were sent error messages. Of these, 147 users made one error, 67 users made 2, 36 made 3, and the rest (76) made 4 or more errors. Error data linked with questionnaire data have been reduced to the number of errors rather than the type of errors for the purposes of this analysis. Detailed data about error situations (including the actual text of the user entries) are available in the computer transaction files. There may be a relationship between types (rather than numbers) of errors committed and reported problems with catalog features, but the necessary classification of errors and analysis of relationships was not feasible for this study.

Users who got help from signs and brochures or from library staff are most likely to commit errors (Table 41); those who either did not obtain help or got it from from the computer committed the fewest errors. Those who originally learned to use the catalog from library staff or printed instructions tend to make more errors; users who learned from a friend or took no instruction or assistance make fewer errors (Table 42). It should be pointed out that interpretation of these findings is difficult. It is unclear whether or not the method of instruction or assistance influences error rates, whether errors influence disposition to seek such help (e.g., those who make many errors in a session tend to ask staff for assistance), or whether some predisposition or "external" characteristic influences both factors (e.g., "nervous" users tend to make many errors *and* are reluctant to seek, or fail to understand, online assistance).

Command Mode users make more errors than Lookup Mode users. About half (50.1 percent) of Command Mode users made at least one error in their search, whereas only 10.8 percent of Lookup Mode users made errors. This is not surprising since Lookup Mode doesn't leave much room for users to make explicit errors.[33] Experience with other computer systems does not seem to make users of MELVYL less likely to make errors. In fact, the reverse is true; people who use other systems weekly are more likely to make errors when using MELVYL any other group. Users who have never used another computer system are least likely to make errors.[34] See Table 43.

5.4.2 HELP Requests

HELP, like error messages, is supplied by the MELVYL system to aid users in their searches. HELP is of two sorts. It can be requested by the user, or, in certain situations, is automatically supplied. Users may request assistance by simply typing HELP. HELP messages are designed to respond to the situation at hand.[35] Users may request further assistance by typing HELP plus a

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[33] "Implicit errors," mistaken entries that are nonetheless syntactically correct (i.e., can be interpreted by the system), are probably equally likely in both search modes. It should also be noted that, in Command Mode, pressing "carriage return" to display the next bibliographic screen generates an "error message" when there are no more screens to display. Inasmuch as pressing return can become something of a reflex in Command Mode, it is not surprising that this is the most common form of Command Mode error, and may explain much of the difference in error rates.

[34] This may simply reflect the adventurous spirit of more frequent users, who are probably more likely to use the less restrictive (and more error-prone) Command Mode.

[35] The HELP system, for instance, "knows" what command was entered and

TABLE 43

Experience with Other Computer Systems and User Errors

Frequency of Use of Other Computers	Sessions With No Errors	Sessions With One Or More Errors
a. Daily	75.0%	25.0%
b. Weekly	62.9	37.1
c. Monthly	78.8	21.2
d. About 4 times a year	72.1	27.9
e. About once a year	74.3	25.7
f. Never	81.2	18.8

keyword, and elicit information on various aspects of MELVYL. The system will also automatically respond with a HELP message if the user makes the same error 3 or more times in a row.

Of the 1,259 questionnaire respondents, 199 (15.8 percent) requested help at some time during their sessions. Of these, 45.2 percent requested help once, 19.1 percent twice, 13.6 percent three times. Help alone was requested by 173 respondents, once by 67.1 percent, twice by 20.2 percent, and 3 times by 6.4 percent. Help with a keyword was requested by 113 respondents at least once, and help was automatically supplied to 12 respondents. Of the people who checked the response category, "I did not get help" for Question 8, 10.4 percent of them actually requested HELP from the system.

More Command Mode users (37.8 percent) use help than do Lookup Mode users (2.0 percent). The use of help for Command Mode users seems to be related to frequency of use; half of the Command Mode users who never used MELVYL before request HELP, while only 25.2 percent who use MELVYL most visits request HELP.

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what index was searched, and can supply situation-specific help screens without additional prompting from the user.

Neither using HELP nor committing errors seems to have an influence on success or satisfaction with the search. In some cases, HELP and Errors have a slight relationship with finding other things of interest (question 7) or with finding more or less relevant material. These relationships will require further analysis, and may be related to the kinds of errors users make, or the sort of HELP they have requested. The factors related to user satisfaction with MELVYL will be discussed further in Chapter 7.

5.4.3 Computer Response Time

As noted earlier, many users perceive that the computer takes too long to respond to their MELVYL search commands. The transaction log linkage allows us to explore the users' perceptions about response times with the actual response times recorded by the system.

For each questionnaire, two response time measures are available:

1. The *total response time,* which is the sum of the response times for all commands entered during a user's session.
2. The *mean response time,* which is the average response time for each command in the session, i.e., the total response time divided by the number of commands.

For respondents to the MELVYL questionnaire, we found that the overall average of total response times was 39.77 seconds, for Command Mode sessions, 37.28 seconds, and for Lookup Mode sessions, 41.30 seconds. The average of mean response times for all respondents was 11.82 seconds, for Command Mode users, 7.77 seconds, and for Lookup Mode users, 14.31 seconds. Thus, the average time for MELVYL to respond to a single Command Mode command is only about half as long as for a single Lookup Mode command; however, Lookup and Command Mode sessions involve about the same total response time (on the average), presumably because Command Mode users enter more commands during their sessions.

Table 44 shows how mean and total response times differ among those who agreed or disagreed with the statement, "the rate at which the computer responds is too slow" (Question 38). In most cases, user responses are at least reasonably consistent with actual system responses; the longer the response time, the more likely the user to agree with the statement (i.e., to consider response time a problem). The exception lies with the mean response times of Command Mode users. The largest average mean response time for this group is among users who neither agreed nor disagreed with the statement (10 49 seconds). The mean response times for users who had the most emphatic opinions on *either* side of the response time question were significantly shorter than for this "indifferent" group.

TABLE 44

Perceived Response Time Problems and Actual Response Times, by Search Mode

	Response to Question 38, *"The Rate at Which the Computer Responds is Too Slow:"*				
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Average Mean Response Time (seconds)[1]					
All Respondents	8.74	11.44	12.60	12.60	13.65
Lookup Mode	10.39	14.25	14.10	15.19	18.79
Command Mode	4.70	6.62	10.49	8.76	6.43
Average Total Response Time (seconds)[2]					
All Respondents	31.11	35.08	36.90	45.09	57.37
Lookup Mode	33.36	36.75	38.50	48.23	57.51
Command Mode	25.63	32.22	34.67	40.46	57.17

NOTES: [1]Arithmetic mean of all response times in the user's session (sum of response times for all commands divided by the number of commands). [2]Sum of response times for all commands entered during the user's session.

Even though response time patterns for other groups appear to show that perceptions about response time problems are logically related to actual response times, the relationships proved to have little or no statistical significance; in most cases, significant relationships were found only with total response time (a variable whose dimensions are affected by session length and other intervening factors) rather than mean response time (a more direct measure of system response). It was also noted that there was no significant difference between Lookup and Command Mode users with regard to their perceptions of response problems, despite the fact that Command Mode response times are considerably shorter than those for Lookup Mode. These findings caused us to ask whether other characteristics of the MELVYL session might be more influential than measured response time in forming users' attitudes about system response.

TABLE 45

Determinants of Perceived Response Time Problems

Dependent Variable: Question 38, *"The Rate at Which the Computer Responds Is Too Slow:"*

	Variable	Coefficient	Significance of t	Beta Coefficient	R^2
Model 1	Search Mode	-0.276	0.000	0.170	
	Mean Response	0.005	0.032	0.087	0.021
Model 2	Search Mode	-0.283	0.000	0.174	
	Total Response	0.002	0.003	0.114	0.026

To explore this question, regression analyses were constructed using the responses to Question 38 as the dependent variable. Included in the analysis were such factors as the mean and/or total response time, the search mode, the number of items retrieved, the display format used for presentation of results, and the incidence of explicit "long searches," those for which MELVYL notifies the user that extra time will be required.

It was found that only search mode and response time were significantly related to the users' perceptions of response time problems. The results are manifest in two regression models, one including only mean response time and one including only total response time. The findings are shown in Table 45.

The analysis shows four things:

1. Total response time is a slightly better predictor of perceived problems than is mean response time (for Model 2, R^2 is greater, and t-statistics and Beta coefficients indicate a better "fit" to the data). It would appear that the cumulative effects of system response over the course of a session, rather than MELVYL's single-command or "average" performance, has a greater influence on users' attitudes. This finding could be taken to support other research suggesting that *consistency* of response times, rather than their duration, may

be more important to users.[36]

2. Search mode is a more important determinant of user response than is system response time (Beta coefficients[37] are larger for the search mode variable than for the response time variable in both models). It may be that the use of a particular search mode influences (or is influenced by) the users' *expectations* about system response time.

3. Command Mode users are less satisfied with response time than Lookup Mode users. Despite the fact that Command Mode is faster, the sign of the coefficient on search mode shows that Command Mode users are, *a priori*, more likely to report a problem with response time, regardless of the actual system responses they experience.[38] To the extent that user perception of response problems arises from expectations rather than immediate experience, it would appear that MELVYL users expect very (perhaps unrealistically) fast response times from Command Mode.

4. Neither search mode nor response time are very successful at predicting users' perceptions. R-square statistics are only in the 0.02 to 0.03 range, indicating that these variables explain only two to three percent of the total variance for Question 38. Most of the range of user perceptions about system response remains unexplained by this analysis.

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[36] For additional discussion of this point, see Joseph R. Matthews, *Public Access to Online Catalogs: A Planning Guide for Managers*, Weston, CN: Online, Inc., 1982, p. 53, and Joseph R. Matthews, Gary S. Lawrence, and Douglas K. Ferguson, eds., *Using Online Catalogs: A National Survey*, New York: Neal-Schuman, 1983 (in press).

[37] The Beta coefficient, or "normalized regression coefficient", adjusts the "raw" regression coefficients so that they are all measured on a single scale. Thus, Beta coefficients indicate the relative importance of independent variables in explaining the variance of the dependent variable.

[38] The search mode variable was coded "0" for Command Mode and "1" for Lookup Mode; the values of the dependent variable range from +2 for Srongly Agree (i.e. there is a response time problem) to -2 for Strongly Disagree. The negative coefficient for search mode, then, shows that as search mode "increases" (that is, for Lookup users), agreement with the statement "decreases" (users are more likely to disagree, i.e., experience no response time problem).

Chapter 6

LIBRARY PROBLEMS

6.1 INTRODUCTION

Six questions on the User Questionnaire asked how various library services helped users with the online catalog, and what problems they experienced with them. These questions also asked about several aspects of equipment and environment considered to be within the purview of the library, rather than the computer system *per se*. The questions are presented in Figure 6.

6.2 WHERE DO MELVYL USERS GET HELP?

As Table 46 shows, 44.2 percent of MELVYL users do not get help in their online searches, and 43.9 percent use instructions on the terminal screen. Both of these figures are considerably higher than those for the aggregate data, where most users get help from printed material or signs. Only 4.4 percent of MELVYL users get help from staff compared to 22.2 percent in the aggregate analysis.

Sources of help vary considerably from campus to campus. Over half of the respondents from both San Diego and San Francisco said they did not get help in their search, and the percentage of those who said they used terminal screen instructions was lower at these campuses than at others. However, a higher percentage of respondents from San Diego said they got help from library staff than at any other campus, though this percentage (7.8 percent) is still much lower than the aggregate response of 22.2 percent. About half of the respondents from Riverside, San Diego, and Davis got help from terminal screen instructions, and use of printed matter and signs was highest at Riverside, Davis, and Los Angeles (Appendix C, p. 24).

8. I got help in doing this computer catalog search from:
(Mark *ALL* that apply)

a. Printed material or signs
b. Instructions on the terminal screen
c. Library staff member
d. Person nearby
e. I did not get help.

Response categories for the following questions were:

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
1	2	3	4	5	6

39. The availability of signs and brochures is adequate.
40. Signs and brochures are not very useful.
41. The staff advice is often not helpful.
42. It is hard to find a free terminal.

43. When I use the computer catalog terminal:
(Mark *YES* or *NO*)

	YES	*NO*
a. The keyboard is confusing to use.................	Y	N
b. There is too much glare on the screen............	Y	N
c. The letters and numbers are easy to read	Y	N
d. The lighting around the terminal is too bright....	Y	N
e. There is enough writing space at the terminal	Y	N
f. Nearby noise is distracting	Y	N
g. The terminal table is too high or too low	Y	N
h. The printer is easy to use	Y	N

Figure 6: Library Environment Questions on the User Questionnaire

TABLE 46

Sources of Help Used by Online Catalog Users

Ranked in Order of Frequency of Response[1]

Question 8: *I got help in doing this computer catalog search from:*
(*Mark* ALL *that apply*)

	University of California	All Respondents
e. I did not get help	44.2%	31.0%
b. Instructions on the terminal screen	43.9	32.0
a. Printed material or signs	17.2	40.6
c. Library staff member	4.4	22.2
d. Person nearby	4.0	5.6

[1] Percentages sum to more than 100 due to legitimate multiple responses.

6.3 TERMINAL AVAILABILITY IS THE MOST SERIOUS LIBRARY SERVICE PROBLEM

Median and mean responses to the four Likert-scale questions about library support services are shown in Tables 47 and 48. The majority of users did not have problems with the services listed. Both median and mean responses show terminal availability to be the most serious matter to respondents. Median responses also show that the majority of MELVYL users found terminal availability to be a problem (Table 48). Terminal availability is more of a problem at some campuses than others. It is most serious at Los Angeles, followed by Berkeley and Irvine. At Santa Barbara, San Francisco, San Diego, and Riverside terminal availability does not present as much of a problem (Appendix C, p. 60). Responses to Question 41 show that a smaller percentage of MELVYL users disagreed with the negatively phrased "Staff advice is often not helpful" suggesting that, although the majority of respondents appreciated the level of staff support provided, staff advice presents a potential problem for MELVYL users relative to users at other institutions with computer catalogs.

TABLE 47

Mean Responses to Questions About Library Service Problems

		UC	All
39.	The availability of signs and brochures is adequate. ..	0.35	0.46
40.	Signs and brochures are not very useful.............	-0.56	-0.68
41.	The staff advice is often not helpful.	-0.38	-0.85
42.	It is hard to find a free terminal.....................	-0.10	-0.29

TABLE 48

Median Responses to Questions About Library Service Problems

		UC	All
39.	The availability of signs and brochures is adequate. ..	0.6	0.7
40.	Signs and brochures are not very useful.............	-0.7	-0.9
41.	The staff advice is often not helpful.	-0.4	-1.0
42.	It is hard to find a free terminal.....................	0.1	-0.6

6.4 THE CHIEF PHYSICAL SUPPORT PROBLEM IS INSUFFICIENT WRITING SPACE AT THE TERMINAL

Table 49 shows the responses of MELVYL users to the eight categories in Question 43 about problems with equipment and the library environment. The most important problem, mentioned by 64.1 percent of respondents, is the lack of adequate writing space around terminals. The second-ranking problem, mentioned by 32.1 percent of respondents, is legibility of characters on the screen. Glare on the terminal screen is found to be a problem by 11.4

percent of respondents, ambient lighting by 10.4 percent, and terminal table height by 10.3 percent. These problems vary in intensity at the different campuses. At Santa Cruz, glare on the screen, legibility of characters on the terminal screen, and ambient lighting present more of a problem than at other campuses. Respondents at Irvine and Los Angeles find noise to be particularly troublesome, and respondents at Irvine and Berkeley have problems with terminal table height (Appendix C, p. 62).

TABLE 49

MELVYL User Problems with Library Equipment and Facilities

Ranked in Order of Frequency of Response[1]

Question 43: *When I use the computer catalog terminal*:

	Problem	*Not A Problem*
e. There is enough writing space at the terminal	64.1	35.9
c. The letters and numbers are easy to read	32.1	67.9
b. There is too much glare on the screen	11.4	88.6
d. The lighting around the terminal is too bright	10.4	89.6
g. The terminal table is too high or too low	10.3	89.7
f. Nearby noise is distracting	7.4	92.6
a. The keyboard is confusing to use	5.5	94.0

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[1] Response percentages are reordered from "YES" and "NO" to "PROBLEM" and "NOT A PROBLEM" according to the sense of the question: see Figure 6 for the text of the original question, and Appendix B for the original response distribution.

Chapter 7

USER SATISFACTION

7.1 GENERAL

Questions 5 to 7, 9 and 10 of the User Questionnaire address users' satisfaction with the search just completed and with the online catalog in general. These questions are displayed in Figure 7.

7.2 EVALUATION OF THE MOST RECENT SEARCH

As Table 50 shows, most users found some relevant material in their searches, though at the University of California, the percentage of users who find more than or all that they were looking for is somewhat lower than that of users of online catalogs in general.[39] The percentage of those who found nothing is quite high for MELVYL users, 31.5 percent, though this varies from campus to campus.

At Riverside, 19.3 percent of respondents found more than they were looking for, and at Irvine and San Diego, 16.7 percent and 15 percent of respondents, respectively, found more. At San Diego and Irvine, 19.7 percent and 18.8 percent of respondents found all that they were looking for, and at both Berkeley and San Francisco, 17.6 percent found everything they wanted. These percentages are higher than those from other campuses, where more users tended to find only some or none of the information they sought (Appendix C, p. 20).[40] A slightly higher percentage of Command Mode users

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[39] It is estimated that the MELVYL prototype database includes only about seven percent of the bound volumes in UC collections (Table 3, Chapter 1). The amount included in the prototype catalog is significantly less than for most other participating libraries; see Joseph R. Matthews, Gary S. Lawrence, and Douglas K. Ferguson, eds., *Using Online Catalogs: A Nationwide Study*, New York: Neal-Schuman, (1983, in press).

[40] Table 3 shows that Irvine, Riverside and San Diego have a larger-than-average percentage of their collections in MELVYL (as measured by the

5. In this computer search I found: (Mark *ONE* only)

a. More than I was looking for
b. All that I was looking for
c. Some of what I was looking for
d. Nothing I was looking for

6. In relation to what I was looking for, this computer search was: (Mark *ONE* only)

a. Very satisfactory
b. Somewhat satisfactory
c. Somewhat unsatisfactory
d. Very unsatisfactory

7. I came across things of interest other than what I was looking for:

a. Yes
b. No

9. My overall or general attitude toward the computer catalog is: (Mark *ONE* only)

a. Very favorable
b. Somewhat favorable
c. Somewhat unfavorable
d. Very unfavorable

10. Compared to the card, book, or microfiche catalog in this library, the computer catalog is: (Mark *ONE* only)

a. Better
b. About the same
c. Worse
d. Can't decide

Figure 7: User Satisfaction Questions on the User Questionnaire

TABLE 50

Amount of Relevant Material Found in the Online Catalog Search

Question 5: *In this computer search I found*: (*Mark* ONE *only*)

	University of California	All Respondents
a. More than I was looking for	11.8%	16.6%
b. All that I was looking for	13.5	27.5
c. Some of what I was looking for	43.2	39.6
d. Nothing I was looking for	31.5	16.3

found more, all, or some of what they were looking for than did respondents who used Lookup Mode (Appendix D, p. 8).

Amount retrieved seems to have some relationship with experience with using the online catalog. A much higher proportion of new or infrequent users find nothing or only some of what they are looking for, whereas respondents who use the catalog frequently are much more likely to find some, all or more than they were looking for (Table 51).

7.2.1 *Most Users are Satisfied with Results of the Search*

As Table 52 shows, most respondents found their most recent search satisfactory, though again, MELVYL users are less positive than users in general.

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ratio of MELVYL records to bound volumes); San Francisco and Berkeley appear to have the smallest amount in the online catalog. Davis and Santa Cruz, the other two "above-average" campuses, both have better coverage than Riverside, but users from these campuses do not report exceptional retrieval results.

TABLE 51

Retrieval Results and Online Catalog Experience

In This Search I Found:	*I Use This Computer Catalog:(%)* Every Visit	Most Visits	Occasionally	Rarely	Not Before Today
More than I was looking for	23.0	11.0	8.0	6.3	9.9
All that I was looking for	12.3	15.3	15.7	10.9	7.4
Some of what I was looking for	45.1	48.8	39.9	34.4	48.1
Nothing I was looking for	19.7	24.9	36.4	48.4	34.6
TOTAL[1]	99.8	100.0	100.0	100.0	100.0

[1] Totals may deviate from 100 percent due to rounding errors.

TABLE 52

Satisfaction with Search Results

Question 6: *In relation to what I was looking for, this computer search was*: (*Mark* ONE *only*)

	UC	All
a. Very satisfactory	32.7%	46.5%
b. Somewhat satisfactory	33.5	33.6
c. Somewhat unsatisfactory	14.9	10.4
d. Very unsatisfactory	18.9	9.5

Respondents from Davis, Irvine, Riverside, and San Diego reported greater satisfaction with their searches than did repondents from other campuses. At Berkeley and Santa Barbara satisfaction was considerably lower (Appendix C, p. 21). For MELVYL users, as with the aggregate sample, there is a strong positive relationship between the amount of relevant material retrieved and the level of satisfaction with the search.[41] Because MELVYL's data base is limited to a fairly small percentage of the total holdings of the UC libraries, it is not surprising that fewer respondents were completely satisified by their searches. The difference between campuses can be partially accounted for by the difference in percentage of holdings represented in the computer catalog. Irvine, Davis, Riverside, and San Diego have a much higher percentage of their libraries' bound volumes in the catalog than do Berkeley and Santa Barbara. (See Table 3, Chapter 1.)

TABLE 53

Search Satisfaction and Online Catalog Experience

	I Use This Computer Catalog:(%)				
This Search Was:	Every Visit	Most Visits	Occasionally	Rarely	Not Before Today
Very Satisfactory	46.7	33.1	28.8	25.0	32.5
Somewhat Satisfactory	27.9	38.5	33.9	31.3	41.3
Somewhat Unsatisfactory	13.1	14.7	17.3	10.9	11.3
Very Unsatisfactory	12.3	13.7	20.1	32.8	15.0
TOTAL[1]	100.0	100.0	100.0	99.9	100.0

[1] Totals may deviate from 100 percent due to rounding errors.

Because search satisfaction is related to search results, and search results are related to computer catalog experience, it is not surprising that satisfaction is related to experience with the online catalog. In this case, however, first-time users show themselves to be more satisfied with the online search than experienced users, even though they did not always find what they were looking for (Table 53). An expanded discussion of this phenomenon can be found in the report of the aggregate study.[42]

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[41] See University of California, *Users Look at Online Catalogs, op. cit.*, Chapter 7, for a fuller discussion.

7.2.2 *About Half of Users Discover Interesting Material They Were Not Seeking*

Almost half of MELVYL respondents (48.6 percent) say they found something of interest other than what they were looking for during the search. As Table 54 shows, this is a slightly lower percentage than for all users.[43] However, a significantly higher percentage of respondents using Command Mode (54.8 percent) came across other things of interest in their searches than did those respondents using Lookup Mode (44.8 percent) (Appendix D, p. 10).

TABLE 54

Serendipity

Question 7: *I came across things of interest other than what I was looking for*:

	UC	All
a. Yes	48.6%	49.8%
b. No	51.4	50.2

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[42] University of California, *Users Look at Online Catalogs, op. cit.*

[43] This may be largely attributable to the database limitations discussed previously. (See section 7.2.2 of University of California, *Users Look at Online Catalogs, op. cit.*, for a fuller discussion.)

"Serendipity," or accidental discovery of interesting material, seems to have an influence on users' ratings of the catalog session. Over 60 percent of respondents who rated the search as satisfactory came across other things of interest, whereas only 20.0 percent of respondents who found the search unsatisfactory had this experience. In general, online catalog experience has an effect on accidental discovery of interesting material, but again, first-time users resemble the most experienced users in this regard.[44]

7.3 EVALUATION OF THE ONLINE CATALOG AS A WHOLE

7.3.1 Over 90 Percent of Users Like the Online Catalog

Table 55 shows that most users like the online catalog, and that MELVYL users tend to be somewhat more enthusiastic in their response than online catalog users in general. On the whole, MELVYL users are like other Project respondents in that over 90 percent have a favorable attitude toward the online catalog (92.9 percent at UC, 92.4 percent overall). Differences in attitude are not significant from campus to campus, but the choice of search mode seems to have some bearing on the user's overall attitude; 74.9 percent of Command Mode users said their attitude was very favorable, and only 68.2 percent of Lookup Mode users reported a very favorable attitude (Appendix D, p. 14).

Frequent users are more likely to view the online catalog favorably than are infrequent users, and, as found in other questions relating to satisfaction, most first-time users have a very favorable attitude towards it.

In general, people who found what they were looking for (Question 5) tend to rate the catalog more favorably than those who found nothing, though a surprising number of users who found nothing also rate the catalog positively.[45] Not surprisingly, people who found their searches satisfactory (Question 6) also tend to rate the catalog more favorably than do people who found their searches unsatisfactory.

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[44] See Sections 7.2.2 to 7.2.6 of University of California, *Users Look at Online Catalogs, op. cit.*, for a discussion of this phenomenon.

[45] See University of California, *Users Look at Online Catalogs, op. cit.*, for a more detailed discussion.

TABLE 55

Overall Satisfaction with the Computer Catalog

Question 9: *My overall or general attitude toward the computer catalog is*:

	UC	All
a. Very Favorable	70.8%	67.0%
b. Somewhat Favorable	22.1	25.4
c. Somewhat Unfavorable	3.2	5.3
d. Very Unfavorable	3.9	2.3

7.3.2 Most Users Prefer the Online Catalog to the Card Catalog

Table 56 shows that most MELVYL users (68.3 percent) think the online catalog is better than the card catalog, though the percentage is slightly lower than that of all respondents.[46] Differences in card/computer catalog comparison are not significant by campus or by search mode (Appendix D, p. 15, and Appendix C, p. 27).

Preference for the online catalog is related to search satisfaction and retrieval results, but even those who had unsuccessful searches seem to prefer the computer catalog. Fifty-three percent of those who found nothing, and 40.5 percent of those who said their search was very unsatisfactory still think the online catalog is better than the card catalog. It is not surprising that users with a favorable attitude towards the online catalog should find it better than the card catalog. What is surprising is that 23.5 percent of users with an unfavorable attitude towards the computer catalog think that it is better than the card catalog.

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[46] MELVYL database limitations may contribute to this response.

TABLE 56

User Comparisons of Computer and Card Catalogs

Question 10: *Compared to the card, book, or microfiche catalog in this library, the computer catalog is*: (*Mark* ONE *only*)[1]

	UC	All
a. Better	68.3%	74.5%
b. About the same	17.3	16.5
c. Worse	14.4	9.0

[1] Response 10d, "Can't Decide," is excluded from this table; see Appendix B, page 26, for a complete distribution.

7.4 A POSITIVE ATTITUDE TOWARDS THE COMPUTER CATALOG IS INFLUENCED BY ACTUAL NUMBER OF RETRIEVALS

MELVYL transaction logs record actual number of retrievals per session, and this information can be linked to questionnaire data in order to further examine the effect of amount of material retrieved on respondents' attitudes towards the catalog. Transaction log data show sessions with retrievals from 0 to 18,000+ books. Retrievals were categorized and cross-tabulated with Questions 5-7 and 10 of the questionnaire. In general, people who retrieved at least some books in their search sessions say that they were more satisfied with their searches, were favorably disposed towards the computer catalog, and came across more things of interest than people who retrieved nothing during their search sessions. Number of items retrieved had no relationship with responses to Question 10, comparison of the computer and card catalog. For Questions 5 and 6 there is no clear relationship between precise number of books retrieved and levels of satisfaction. For example, 45.5 percent of the people retrieving one book said that in relation to what they were looking for, the search was very satisfactory, 40.7 percent of respondents who retrieved 26-50 books said the search was very satisfactory, and 41.1 percent of those who retrieved 201-400 books found the search very satisfactory. Actual amount retrieved does have a clear relationship with unexpectedly coming across other things of interest, however. As Table 57 shows, the more items users retrieve, the more likely they are to come across other things of interest.

TABLE 57

Serendipity and Actual Number of Retrievals

Question 7: *I came across things of interest other than what I was looking for*:

Number of Records Retrieved

	0	1	2-5	6-15	16-25	26-50	51-100	101-200	201-400	401-1000	Over 1000
Yes	42.0%	34.5	35.9	38.1	41.4	54.4	60.0	68.0	67.1	52.4	60.0
No	58.0%	65.5	64.1	61.9	58.6	45.6	40.0	32.0	32.9	47.6	40.0

Chapter 8

IMPROVEMENTS REQUESTED BY USERS

8.1 GENERAL

Questions 44-46 of the user questionnaire ask users to suggest improvements to the online catalog system in three different areas:

- Features and capabilities to be added to the system
- Service improvements
- Additional kinds of material to be included in the catalog.

The questions are displayed in Figure 8. Each question has a list of categories from which respondents are instructed to select up to four improvements or additions.

8.2 IMPROVEMENTS TO THE CATALOG SYSTEM

Question 44 lists fourteen different features and capabilities that could be added to the computer catalog. Response categories deal with several different aspects of the catalog, including search capabilities, provisions for information and instruction, location of wanted items in the library, and manipulation of output. Table 58 shows the categories of question 44 ranked by frequency of response.

The two features most frequently requested by MELVYL users are the ability to view a list of words related to their search terms and the ability to know if a book is checked out. Almost half of UC users indicated a desire for the ability to search a book's table of contents or index. Ability to print search results is seen as a desirable feature by 45.5 percent of all MELVYL users.

44. Select *up to FOUR* features you would like any computer catalog to have:

a. Providing step by step instructions
b. Searching by any word or words in a title
c. Searching by any word or words in a subject heading
d. Limiting search results by date of publication
e. Limiting search results by language
f. Ability to search by journal title abbreviations
g. Ability to change the order in which items are displayed
h. Ability to view a list of words related to my search words
i. Ability to search for illustrations and bibliographies
j. Ability to search by call number
k. Ability to print search results
l. Ability to search a book's table of contents, summary or index
m. Ability to know if a book is checked out
n. Ability to tell where a book is located in the library
o. None

45. Select *up to FOUR* computer catalog service improvements you would like the library to make:

a. More terminals
b. Terminals at locations other than near the card catalog
c. Terminals at places other than library buildings
d. A chart of commands posted at the terminal
e. A manual or brochure at the terminal
f. An instruction manual for purchase
g. Training sessions
h. Slide/tape/cassette training program
i. None

46. Select *up to FOUR* kinds of material you would like to see added to the computer catalog:

a. Dissertations
b. Motion picture films
c. Government publications
d. Journal or magazine titles
e. Maps
f. Manuscripts
g. Music scores
h. Newspapers
i. Phonograph records or tapes
j. Technical reports
k. More of the library's older books
l. None
m. Other

Figure 8: Questions Regarding Online Catalog Improvements on the User Qustionnaire

TABLE 58

Additional System Features Requested by MELVYL Users

Question 44: *Select* up to FOUR *features you would like any computer catalog to have*:

Ranked by Frequency of Response[1]

h. Ability to view a list of words related to my search words	57.3%
m. Ability to know if a book is checked out	57.0
l. Ability to search a book's table of contents, summary or index	49.3
k. Ability to print search results	45.5
f. Ability to search by journal title abbreviations	26.3
n. Ability to tell where a book is located in the library	24.4
e. Limiting search results by language	20.6
j. Ability to search by call number	20.5
i. Ability to search for illustrations and bibliographies	19.3
d. Limiting search results by date of publication	18.5
g. Ability to change the order in which items are displayed	13.2
o. None	3.2

[1] Percentages sum to more than 100 due to legitimate multiple responses.

8.3 *IMPROVEMENTS TO LIBRARY SUPPORT SERVICES*

Question 45 lists eight library service improvements that could be made by the library. Results are shown in Table 59.

In general, the most desired improvements are more terminals, at different locations, and with a chart of commands for easy reference. More terminals is by far the most desired improvement among MELVYL users. This service is an especially high priority among respondents at Berkeley, Davis, Irvine, and Los Angeles (Appendix C, p. 65).[47] It will be recalled that respondents at

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[47] This should not necessarily be construed as suggesting a priority for installation of new terminals. Because the methodology involved surveying

TABLE 59

Library Service Improvements Desired by MELVYL Users

Question 45: *Select* up to FOUR *computer catalog service improvements you would like the library to make*:

Ranked by Frequency of Response[1]

a.	More terminals	63.6%
b.	Terminals at locations other than near the card catalog	36.9
c.	Terminals at places other than library buildings	35.7
d.	A chart of commands posted at the terminal	30.7
e.	A manual or brochure at the terminal	16.9
i.	None	13.6
g.	Training sessions	11.5
f.	An instruction manual for purchase	10.3
h.	Slide/tape/cassette training program	9.3

[1] Percentages sum to more than 100 due to legitimate multiple responses.

Los Angeles, Berkeley and Irvine also indicated that terminal availability was an especially serious problem (Chapter 6).

Terminals at locations other than near the catalog are wanted by 36.9 percent of the respondents and are a high priority (as indicated by 50 percent of the respondents) at both Irvine and Riverside. Terminals at locations outside the library are desired by 35.7 percent of UC users and are highly desired among respondents at Santa Cruz and Riverside, where at least 50 percent of the respondents indicated an interest in this feature (Appendix C, p. 65).

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users *at the terminal*, the user sample could be somewhat biased toward users who have relatively convenient access.

8.4 IMPROVEMENTS TO THE ONLINE CATALOG DATABASE

Question 46 lists eleven types of material that could be included in the computer catalog (Table 60). Additional materials in greatest demand by MELVYL users are journal or magazine titles, wanted by 64 percent of the respondents. "More of the library's older books" ranks second, requested by 39.6 percent, "Government publications" ranks third with 37.1 percent. Newspapers and dissertations run a close fourth and fifth place with 34.9 percent and 34.5 percent respectively. Among the campuses, respondents from San Francisco show a high interest in dissertations, Irvine users are especially interested in journal titles, and Santa Cruz respondents expressed a particular interest in music scores. Riverside respondents indicate a special interest in newspapers, and respondents from Berkeley and Santa Barbara expressed greater than average interest in more of the library older books.[48] Riverside and Santa Cruz expressed high interest in tapes and records (Appendix C, p. 67).

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[48] On the matter of "older" books, it should be noted that the proportions of the collections at Berkeley and Santa Barbara represented in the prototype data base are relatively small; see Table 3, Chapter 1.

TABLE 60

Additional Kinds of Material Requested by Users

Question 46: *Select* up to FOUR *kinds of material you would like to see added to the computer catalog*:

Ranked by Frequency of Response[1]

d.	Journal or magazine titles	64.0%
k.	More of the library's older books	39.6
c.	Government publications	37.1
h.	Newspapers	34.9
a.	Dissertations	34.5
j.	Technical reports	24.8
b.	Motion picture films	24.4
i.	Phonograph records or tapes	23.0
g.	Music scores	13.5
e.	Maps	13.2
f.	Manuscripts	10.8
l.	None	3.7

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[1] Percentages sum to more than 100 due to legitimate multiple responses.

Chapter 9

CONCLUDING OBSERVATIONS

In reviewing our findings about MELVYL, we found that many of the conclusions we drew from the aggregate data were confirmed, or at least not undermined, by the University of California experience (the concluding chapter from the aggregate analysis is included here as Appendix I for the reader's convenience). We discovered the importance of two factors, terminal location and database coverage, in interpreting many of the results found in this study. Despite the limitations imposed by the prototype status of the UC online catalog, we uncovered some findings that are new, or go far beyond the conclusions we were able to reach from the aggregate analysis. We would like to review our findings in each of these categories in turn.

9.1 CONFIRMATIONS OF GENERAL FINDINGS

9.1.1 There are No Public Service Barriers to Adopting Online Catalogs

The evidence shows that MELVYL users like the online catalog with about the same frequency as other online catalog users; over 90 percent have a favorable attitude toward the online catalog, and about 85 percent believe it is as good as or better than the card catalog. The aggregate report showed that those who have not used an online catalog like it almost as well. This is not to say that MELVYL cannot be improved: most respondents could think of several changes and improvements they wanted. However, investment in continued improvement and expansion of MELVYL appears amply justified by the users' evaluations of the system.

9.1.2 Make the Catalog Visible

More than at most other institutions, MELVYL users first discover the catalog by seeing a terminal in the library. On the whole, it appears that the libraries have done an exceptionally good job of making terminals visible and accessible to users.

9.1.3 *Plan for a Lot of Terminals*

Almost two-thirds of UC respondents want more terminals: terminals throughout the library, and terminals in places other than the library. This demand is created in part by the limited number of terminals presently available, and more UC users found terminal availability a problem than was true for survey respondents in general. In the aggregate report, however, we discussed our reasons for believing that the desire for more terminals went beyond the irritations of having to wait in line; many users want the convenience of having access to the catalog *where the users are*, rather than where the catalog card cabinet happens to be. In fact, respondents at UC were more likely than the aggregate group to want terminals at library locations other than near the card catalog (36.9 percent vs. 31.4 percent) and terminals at locations outside the library (35.7 percent vs. 34.9 percent).

9.1.4 *Provide Lots of Writing Space at the Terminal*

Almost two-thirds of UC users complained about the lack of writing space at the terminal, about twice the aggregate rate. It would appear that attention to terminal furniture should be a higher priority for the UC libraries.

9.1.5 *Plan to Provide Printers*

About 46 percent of UC respondents expressed a desire for the ability to print their search results, a rate about 50 percent greater than the aggregate. Experimenting with various printing arrangements would appear justified by this finding. Additional justification can be found in the aggregate analysis, which showed this feature can help ameliorate a number of searching problems. As a corollary, make sure the printer is easy to use--this was a significant source of complaint among respondents from systems that supported terminal printers.

9.1.6 *Plan to Expand the Database*

The University of California's ongoing concern with retrospective conversion and additional MELVYL coverage gains added impetus from MELVYL users: only 4 percent could think of nothing they wanted added to the database. Greatest interest was expressed in continued addition of monographs, and in adding access to serial titles, but high levels of interest were also recorded for other forms of material. In fact, only three generic forms, music scores, maps, and manuscripts, failed to gain the support of at least one-quarter of our respondents. Even in these three cases, interest was generally higher at UC than among the other libraries surveyed in this project. The importance of adding to the database is underscored by the findings that the most serious problem reported by MELVYL users was "knowing what is included in the computer catalog," and that this problem is more serious at UC than among the other institutions surveyed for this project.

9.1.7 Subject Searching is Important

The aggregate analysis found that most users of online catalogs conduct subject searches, and that subject searching and "finding the correct subject terms" were among the most serious problems they experienced. A formal analysis of factors contributing to success and satisfaction showed that problems with subject searching were the most important deterrents to user satisfaction.[49] MELVYL users conduct subject searches at about the same rate as users of other online catalogs (or perhaps a bit more), and have similar difficulties in locating the correct subject terms for their searches: finding the correct subject term was one of the top-ranked system problems, and appeared to affect UC users more seriously than those in the aggregate sample. On the other hand, MELVYL users reported that "a computer search by subject" was not difficult, and was less of a problem than at other participating institutions. It may be, then, that the problem with finding correct terms arises more from the limited database than from the design of the system. Because of the importance of subject access to users, however, continued efforts in this area, both to instruct users and to improve the catalog system, seem warranted.

9.1.8 Provide Circulation Status Information

A majority of MELVYL users (57 percent) would like to have information about the availability (circulation) status of books as part of the online catalog, about 50 percent more than want this feature in other systems that do not presently have it. Circulation status information was the second-ranked system improvement among UC respondents.

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[49] University of California, *Users Look at Online Catalogs*, *op. cit.*, Chapter 9, and especially pages 144-146.

9.1.9 Provide Brief Displays

The data show that only 4.2 percent of MELVYL users use the online catalog to obtain and record the more technical details of bibliographic information, a smaller percentage than in the aggregate sample. Most users are apparently satisfied with less-than-full bibliographic displays. Our analysis of the finding that Command Mode users have more difficulty managing long displays than Lookup Mode respondents suggested that the problem could be attributable to the use of the MELVYL "brief" (i.e. paragraph) display as a default in Command Mode (Lookup Mode users get the shorter "review" display as a default). Taken together, these findings suggest that a very brief display (like the "review" display in MELVYL) may be sufficient for many users, and highly desirable when more than a few records are retrieved. The capacity to display fuller information for selected records is available in MELVYL; perhaps this feature should be relied upon to a greater degree.

9.2 ON THE IMPORTANCE OF DATABASE COVERAGE AND TERMINAL DISTRIBUTION

Even a casual reader of this report will note the frequency with which we refer to matters of terminal location and database coverage to explain apparent differences between campuses or between UC and aggregate data. It is evident that, when terminal access is limited, the charactistics of online catalog users and catalog use will depend to a large extent on where the terminals happen to be located. A different terminal configuration could lead to quite different survey results, not only with respect to the demographic characteristics of users, but also with regard to search patterns, success, and satisfaction. Given the limitations of the database, we can only conjecture about what problems might be ameliorated, and what others increased, as the database grows.

These limitations suggest that it may be difficult to evaluate the MELVYL system independently of the influence of terminal location and database coverage. As we have seen above, however, much of what we have found in the UC data confirms findings from a wide variety of other online catalog systems in a wide range of institutional settings. We are therefore reasonably confident that the observations made earlier in this chapter are reliable regardless of terminal configuration or the current limitations of the database.

We are inclined to believe that the CLR survey instrument and methodology are reasonably robust, and provide reliable and useful data even under very special circumstances, as long as those data are interpreted with the circumstances in mind. In the next section we present some additional observations that have not been validated by other sources and might be influenced by MELVYL's "special circumstances". Being convinced of the robust character of the CLR survey data, however, we believe these findings will withstand the tests of time and change, and therefore offer them for consideration and discussion.

9.3 SOME ADDITIONAL OBSERVATIONS ON MELVYL DATA

9.3.1 Evidence for a Sex Bias in Use of Online Catalogs

Table 15 showed that about one-third of MELVYL users were female, and two-thirds male; this proportion of female users was lower than that in both the aggregate sample and among the ARL libraries in the project. This difference could, of course, be attributable to the sex distribution of UC students and staff, but official statistics show that in 1979-80 (the most recent year for which published statistics are available) the student body was about 45 percent female and 55 percent male. This comparison is not conclusive, chiefly because of the influence of terminal distribution: the concentration of terminals in science and engineering libraries, for instance, might influence this result. A more persuasive piece of evidence is the fact that significantly more users of Command Mode are male (75 percent, as opposed to 62 percent for Lookup Mode). The propensity of users to choose Command Mode should not be greatly influenced by terminal location (although there is the possiblility that sci/tech users, being more familiar with computers, will tend to choose Command), and we should expect on the whole that men and women would choose to use Command Mode with roughly equal frequencies. The evidence does not support this idea, but provides validation for a finding of the aggregate study, that women are less likely to be users of the online catalog, or to be successful or satisfied in its use.

9.3.2 On Online Union Catalogs

Table 24 showed that over 10 percent of MELVYL respondents used the catalog to find "another library that has a book, journal or magazine that I want." This proportion is larger than that in the aggregate sample (7 percent), although not a lot larger. No doubt the responses in this category are influenced by institutional policy (undergraduates, for example, may not actively seek items from another campus because they believe they are not priveleged to order them) as well as database limitations, and the amount of "latent demand" for items held by another library might well be greater. It is nonetheless interesting, and perhaps a bit chilling, to contemplate the effect if one of every ten catalog searches resulted in an interlibrary lending request.

9.3.3 *On the Disadvantages of a Menu-Driven Interface*

The aggregate report presented tentative evidence indicating that menu-driven interfaces for online catalogs were disadvantageous from the point of view of survey respondents.[50] Table 40 demonstrated that Lookup Mode users generally had more serious problems using the catalog than did Command Mode respondents. While it would be premature to try to diagnose the problems of menu systems from the available evidence and analysis, the UC findings add weight to the belief that menus are not necessarily easier to use than command-driven systems, and that menu designs should be studied and tested carefully.

9.3.4 *Computer Response Time*

The aggregate report concluded that computer response time was an important design consideration, but appeared not to play a predominant role in user satisfaction.[51] Our analysis of actual response times and user reactions (Chapter 5) showed that user attitude was only loosely related to actual response time. Particularly, users of Lookup Mode are generally satisfied with response times twice as long as those experienced by Command Mode users, and regression analysis shows that the user's search mode is a more important determinant of his feeling about computer response time than is the response delay he actually experiences. Where "adequate" response time is an important issue (as it often is when improvements in overall system response can only be obtained at a great cost in equipment and software), it should not be assumed that faster is necessarily better. Clearly, further investigation will be necessary to define and evaluate the "adequacy" of computer response time in bibliographic systems intended for public use.

9.3.5 *On the Benefits of Online Assistance*

One of the conclusions of the aggregate analysis was that "one factor that ameliorates reliance on both printed aids and staff assistance is online help." Hildreth's comparison of ten online catalogs showed none that exceeded MELVYL's capabilities, or provided more than MELVYL's 155 discrete "help" screens.[52] Evidence from UC data indicates that our conclusion was correct, and an investment in extensive online help pays off. MELVYL users were twice as likely to say they had learned to use the catalog from online instructions as the aggregate respondents, and only one-sixth as likely to have learned from library staff; over 56 percent of MELVYL users say they relied at least in part on online instruction. MELVYL users also are more likely to get searching assistance from the system (44 percent vs. 32 percent for the aggregate sample) and significantly less likely to rely on printed material or staff assistance. It is by no means proven that reliance on online aid is a "good thing," in the sense that it leads to more effective use of the catalog, but it is clear that online assistance *works*: when it is provided, people use it, apparently in preference to alternative sources of instruction and assistance. A significant investment in online assistance therefore seems warranted; the next frontier is to evaluate the effectiveness of such systems and develop improved designs.

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[50] University of California, *Users Look at Online Catalogs, op. cit.*, Section 5.4, and especially page 74.

[51] See Appendix I.

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[52] Charles R. Hildreth, *Online Public Access Catalogs: The User Interface*, Dublin, OH: OCLC, 1982, Chapter 10, and especially Table 13, page 166.

Appendix A

THE USER QUESTIONNAIRE

Council on Library Resources

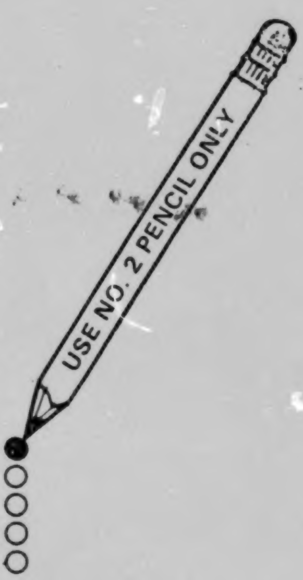
COMPUTER CATALOG STUDY

User Questionnaire

The library is conducting a study of its computer catalog to improve it. This questionnaire is a way to communicate your views. It should take you only about 15 minutes to complete. Your responses are confidential. Please do not write your name anywhere on the questionnaire. Thank you.

MARKING INSTRUCTIONS

- USE A NO. 2 PENCIL ONLY.
- FILL THE CIRCLES COMPLETELY.
- BE SURE TO ERASE CLEANLY ANY MARKS YOU WISH TO CHANGE.
- MAKE NO STRAY MARKS ON THIS QUESTIONNAIRE.



■■■■■■■○■○■■■○■○○○○○○○○○ 23935

DO NOT WRITE IN THIS AREA

NCS Trans Optic 05-15301 321

PART 1: ABOUT YOUR MOST RECENT SEARCH

INSTRUCTIONS: Please answer these questions about the computer catalog search you just completed.

1. I came to this computer search with:
(Mark ALL that apply)

a. A complete author's name ○
b. Part of an author's name ○
c. A complete title ○
d. Part of a title ○
e. A topic word or words ○
f. A subject heading or headings ○
g. A complete call number ○
h. Part of a call number ○

2. By searching this computer catalog I was trying to find:
(Mark ALL that apply)

a. A specific book, journal or magazine ○
b. Books, journals or magazines on a topic or subject ○
c. Books by a specific author ○
d. Information such as publisher, date, spelling of a name, etc. ○
e. If a book that I know the library has is available for my use ○
f. Another library that has a book, journal or magazine that I want ○

3. I searched for what I wanted by:
(Mark ALL that apply)

a. A complete author's name ○
b. Part of an author's name ○
c. A complete title ○
d. Part of a title ○
e. A topic word or words ○
f. A subject heading or headings ○
g. A complete call number ○
h. Part of a call number ○

4. I need this information for:
(Mark ALL that apply)

a. Recreational uses ○
b. Making or fixing something ○
c. My work or job ○
d. Personal interest ○
e. A hobby ○
f. Class or course reading ○
g. A course paper or report ○
h. A thesis or dissertation ○
i. Writing for publication ○
j. Teaching or planning a course ○
k. Keeping up on a topic or subject ○

5. In this computer search I found:
(Mark ONE only)

a. More than I was looking for ○
b. All that I was looking for ○
c. Some of what I was looking for ○
d. Nothing I was looking for ○

6. In relation to what I was looking for, this computer search was:
(Mark ONE only)

a. Very satisfactory ○
b. Somewhat satisfactory ○
c. Somewhat unsatisfactory ○
d. Very unsatisfactory ○

7. I came across things of interest other than what I was looking for:

a. YES ○
b. NO ○

8. I got help in doing this computer catalog search from:
(Mark ALL that apply)

a. Printed material or signs ○
b. Instructions on the terminal screen ○
c. Library staff member ○
d. Person nearby ○
e. I did not get help ○

9. **My overall or general attitude toward the computer catalog is:**
(Mark ONE only)

a. Very favorable ○
b. Somewhat favorable ○
c. Somewhat unfavorable ○
d. Very unfavorable ○

10. **Compared to the card, book, or microfiche catalog in this library, the computer catalog is:**
(Mark ONE only)

a. Better ○
b. About the same ○
c. Worse ○
d. Can't decide ○

PART 2: YOUR EXPERIENCE WITH COMPUTER CATALOG FEATURES

INSTRUCTIONS: Mark the single column for each question that corresponds most closely to how you feel. If the statement does not apply to your experience at the computer catalog, mark the column, "Does Not Apply".

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
11. A computer search by title is difficult	○	○	○	○	○	○
12. A computer search by author is easy	○	○	○	○	○	○
13. A computer search by subject is difficult	○	○	○	○	○	○
14. A computer search by call number is easy	○	○	○	○	○	○
15. A computer search by combined author/title is difficult	○	○	○	○	○	○
16. Remembering commands in the middle of the search is easy	○	○	○	○	○	○
17. Finding the correct subject term is difficult	○	○	○	○	○	○
18. Scanning through a long display (forward or backward) is easy	○	○	○	○	○	○
19. Increasing the result when too little is retrieved is difficult	○	○	○	○	○	○
20. Reducing the result when too much is retrieved is easy	○	○	○	○	○	○
21. Understanding explanations on the screen is difficult	○	○	○	○	○	○
22. Using codes or abbreviations for searching is easy	○	○	○	○	○	○
23. Abbreviations on the screen are easy to understand	○	○	○	○	○	○
24. Locating call numbers on the screen is difficult	○	○	○	○	○	○
25. Searching with a short form of a name or a word (truncation) is easy	○	○	○	○	○	○

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
26. Using logical terms like AND, OR, NOT is difficult	○	○	○	○	○	○
27. Remembering the exact sequence or order of commands is easy	○	○	○	○	○	○
28. Understanding the initial instructions on the screen is difficult	○	○	○	○	○	○
29. Understanding the display for a single book, journal or magazine is easy	○	○	○	○	○	○
30. Understanding the display that shows more than a single book, journal or magazine is difficult	○	○	○	○	○	○
31. Interrupting or stopping the display of information is easy	○	○	○	○	○	○
32. Typing in exact spelling, initials, spaces and hyphens is difficult to do	○	○	○	○	○	○
33. Knowing what is included in the computer catalog is easy to remember	○	○	○	○	○	○
34. The order in which items are displayed is easy to understand	○	○	○	○	○	○
35. Displayed messages are too long	○	○	○	○	○	○

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
36. Selecting from a list of choices takes too much time	○	○	○	○	○	○
37. Entering commands when I want to during the search process is difficult	○	○	○	○	○	○
38. The rate at which the computer responds is too slow	○	○	○	○	○	○
39. The availability of signs and brochures is adequate	○	○	○	○	○	○
40. Signs and brochures are not very useful	○	○	○	○	○	○
41. The staff advice is often not helpful	○	○	○	○	○	○
42. It is hard to find a free terminal	○	○	○	○	○	○

YOU ARE MORE THAN HALF - WAY DONE

PART 3: IMPROVING THE COMPUTER CATALOG

INSTRUCTIONS: Select the response or responses that best reflect your views about changes that should be made in the computer catalog.

43. When I use the computer catalog terminal: (Mark YES or NO)

	YES	NO
a. The keyboard is confusing to use	○	○
b. There is too much glare on the screen	○	○
c. The letters and numbers are easy to read	○	○
d. The lighting around the terminal is too bright	○	○
e. There is enough writing space at the terminal	○	○
f. Nearby noise is distracting	○	○
g. The terminal table is too high or too low	○	○
h. The printer is easy to use	○	○

44. Select up to FOUR additional features you would like this computer catalog to have:

a. Providing step by step instructions ○
b. Searching by any word or words in a title ○
c. Searching by any word or words in a subject heading ○
d. Limiting search results by date of publication ○
e. Limiting search results by language ○
f. Ability to search by journal title abbreviations ○
g. Ability to change the order in which items are displayed ○
h. Ability to view a list of words related to my search words ○
i. Ability to search for illustrations and bibliographies ○
j. Ability to search by call number ○
k. Ability to print search results ○
l. Ability to search a book's table of contents, summary or index ○
m. Ability to know if a book is checked out ○
n. Ability to tell where a book is located in the library ○
o. None ○

45. Select up to FOUR computer catalog service improvements you would like the library to make:

a. More terminals ○
b. Terminals at locations other than near the card catalog ○
c. Terminals at places other than library buildings ○
d. A chart of commands posted at the terminal ○
e. A manual or brochure at the terminal ○
f. An instruction manual for purchase ○
g. Training sessions ○
h. Slide/tape/cassette training program ○
i. None ○

46. Select up to FOUR kinds of material you would like to see added to the computer catalog:

a. Dissertations ○
b. Motion picture films ○
c. Government publications ○
d. Journal or magazine titles ○
e. Maps ○
f. Manuscripts ○
g. Music scores ○
h. Newspapers ○
i. Phonograph records or tapes ○
j. Technical reports ○
k. More of the library's older books ○
l. None ○
m. Other ○

47. BRIEFLY DESCRIBE ANY OTHER PROBLEMS WITH THIS COMPUTER CATALOG OR CHANGES YOU WOULD LIKE MADE TO IT: ○

PART 4: ABOUT YOURSELF

INSTRUCTIONS: Your responses are confidential. Please do not write your name anywhere on this questionnaire.

48. I come to this library:

a. Daily ○
b. Weekly ○
c. Monthly ○
d. About four times a year ○
e. About once a year ○
f. Not before today ○

49. I use this computer catalog:

a. Every library visit ○
b. Almost every visit ○
c. Occasionally ○
d. Rarely ○
e. Not before today ○

50. I use this library's book, card or microfilm catalog:

a. Every visit ○
b. Almost every visit ○
c. Occasionally ○
d. Rarely ○
e. Never ○

51. I use a computer system other than the library's computer catalog:

a. Daily ○
b. Weekly ○
c. Monthly ○
d. About four times a year ○
e. About once a year ○
f. Never ○

52. I first heard about this computer catalog from: (Mark ONE only)

a. Noticing a terminal in the library ○
b. Library tour, orientation or demonstration ○
c. An article or written announcement ○
d. A course instructor ○
e. A friend or family member ○
f. Library staff ○

53. I learned how to use this computer catalog: (Mark ALL that apply)

a. From a friend or someone at a nearby terminal ○
b. Using printed instructions ○
c. Using instructions on the terminal screen ○
d. From the library staff ○
e. From a library course or orientation ○
f. From a slide/tape/cassette program ○
g. By myself without any help ○

54. My age group is:

a. 14 and under ○
b. 15 - 19 years ○
c. 20 - 24 years ○
d. 25 - 34 years ○
e. 35 - 44 years ○
f. 45 - 54 years ○
g. 55 - 64 years ○
h. 65 and over ○

55. I am:

a. Female ○
b. Male ○

56. Mark your current or highest educational level: (Mark ONE only)

a. Grade School or Elementary School ○
b. High School or Secondary School ○
c. Some College or University ○
d. College or University Graduate ○

If you are not completing this questionnaire at a college or university, please stop here. Thank you.

If you are completing this questionnaire at a college or university, please continue.

57. The category that best describes my academic area is: (Mark ONE only)

a. Arts and Humanities ○
b. Physical/Biological Sciences ○
c. Social Sciences ○
d. Business/Management ○
e. Education ○
f. Engineering ○
g. Medical/Health Sciences ○
h. Law ○
i. Major not declared ○
j. Interdisciplinary ○

58. The main focus of my academic work at the present time is:
(Mark ALL that apply)

a. Course Work .... ○
b. Teaching .... ○
c. Research .... ○

59. My present affiliation with this college or university is:

a. Freshman/Sophomore .... ○
b. Junior/Senior .... ○
c. Graduate - masters level .... ○
d. Graduate - doctoral level .... ○
e. Graduate - professional school .... ○
f. Faculty .... ○
g. Staff .... ○
h. Other .... ○

Thank you for participating in this study of the computer catalog. This completes the questionnaire. Please return it.

SUPPLEMENTARY QUESTIONNAIRE ITEMS

60. ○○○○○○○○○○○○○○○
61. ○○○○○○○○○○○○○○○
62. ○○○○○○○○○○○○○○○
63. ○○○○○○○○○○○○○○○
64. ○○○○○○○○○○○○○○○

OFFICE USE ONLY

TERM I.D.
○ ○
Ⓐ–Ⓩ Ⓐ–Ⓩ
⓪–⑨ ⓪–⑨

DATE

MO.		DAY		YR.	
0 1	0–9	0–3	0–9	8 9	0–9

TIME

HR		MIN.	
0–9	0–9	0–9	0–9

DATA COLL.
○ ○
Ⓐ–Ⓩ Ⓐ–Ⓩ

TERM LOC.
○ ○
Ⓐ–Ⓩ Ⓐ–Ⓩ

LIBRARY SYSTEM
○ ○ ○
Ⓐ–Ⓩ Ⓐ–Ⓩ Ⓐ–Ⓩ

VERIFIED: ☐

BY: ______________________

DATE: ______________________

23935
DO NOT WRITE IN THIS AREA

Appendix B

FREQUENCY TABLES FOR THE UNIVERSITY OF CALIFORNIA ONLINE QUESTIONNAIRE

This appendix includes computer listings of questionnaire data from the Statistical Package for the Social Sciences (SPSS). Page numbering in this appendix is that of the original computer listings, and does not correspond to the numbering for the report as a whole. Page references in the text are to the internal numbers in this appendix. The following pages, consisting of SPSS computing messages, have been omitted: 1-3, 5, 13, 18, 22, 24, 27-31, 40, 45, 51, 53, 58, 60, 62, 67, 71, 73, 76-80, 89, 94, 100, 102, 107, 109.

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                              08/04/82        PAGE    4

FILE   FINAL    (CREATION DATE = 08/03/82)

LIBGRP    LIBRARY GROUPING BY PRINCIPAL INVESTIGAT

                                            RELATIVE  ADJUSTED    CUM
                                  ABSOLUTE    FREQ      FREQ     FREQ
CATEGORY LABEL              CODE    FREQ     (PCT)     (PCT)    (PCT)

UC DLA GROUP                  1.    1259     100.0     100.0    100.0
                                   -------   ------    ------
                           TOTAL    1259     100.0     100.0

VALID CASES    1259     MISSING CASES     0
```

```
FILE   FINAL    (CREATION DATE = 08/03/82)

YEAR      YEAR QUEST. FILLED OUT

                                          RELATIVE  ADJUSTED    CUM
                                 ABSOLUTE   FREQ      FREQ     FREQ
CATEGORY LABEL             CODE    FREQ     (PCT)     (PCT)    (PCT)

                            82.    1259     100.0     100.0    100.0
                                 -------   ------    ------
                          TOTAL    1259     100.0     100.0

VALID CASES    1259      MISSING CASES     0
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                              08/04/82        PAGE    7

FILE   FINAL    (CREATION DATE = 08/03/82)

MONTH     MONTH QUESTIONNAIRE FILLED OUT

                                                   RELATIVE  ADJUSTED    CUM
                                         ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                  CODE       FREQ     (PCT)     (PCT)     (PCT)

APRIL                             4.       623      49.5      49.5      49.5

MAY                               5.       636      50.5      50.5     100.0
                                         -------   -------   -------
                               TOTAL      1259     100.0     100.0

VALID CASES    1259      MISSING CASES     0
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82      PAGE    8

FILE   FINAL    (CREATION DATE = 08/03/82)

DAY        DAY QUESTIONNAIRE FILLED OUT

                   ADJ  CUM                     ADJ  CUM                     ADJ  CUM
    CODE    FREQ  PCT  PCT     CODE     FREQ  PCT  PCT     CODE      FREQ  PCT  PCT

      1.      19    2    2      12.       64    5   36      23.        29    2   75
      2.      11    1    2      13.       47    4   40      24.        39    3   78
      3.      30    2    5      14.       47    4   44      25.        41    3   81
      4.      28    2    7      15.       48    4   47      26.        70    6   87
      5.      51    4   11      16.       38    3   50      27.        38    3   90
      6.      59    5   16      17.       39    3   54      28.        41    3   93
      7.      48    4   20      18.       50    4   58      29.        48    4   97
      8.      41    3   23      19.       52    4   62      30.        34    3  100
      9.      32    3   25      20.       66    5   67      31.         5    0  100
     10.      38    3   28      21.       38    3   70
     11.      34    3   31      22.       34    3   73

VALID CASES     1259      MISSING CASES      0
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                   08/04/82      PAGE    9

FILE   FINAL    (CREATION DATE = 08/03/82)

HOUR       HOUR OF THE DAY Q. FILLED OUT

                      ADJ  CUM                      ADJ  CUM                      ADJ  CUM
   CODE       FREQ  PCT  PCT      CODE       FREQ  PCT  PCT      CODE       FREQ  PCT  PCT

     7.          4    0    0       13.        132   10   39       19.         66    5   84
     8.         20    2    2       14.        110    9   48       20.         77    6   90
     9.         50    4    6       15.        134   11   59       21.         70    6   95
    10.         79    6   12       16.        121   10   68       22.         44    3   99
    11.        101    8   20       17.         69    5   74       23.         15    1  100
    12.        109    9   29       18.         58    5   78

VALID CASES     1259       MISSING CASES      0
```

```
FILE   FINAL    (CREATION DATE = 08/03/82)

DATACOL   DATA COLLECTORS INITIALS

                                                 RELATIVE  ADJUSTED     CUM
                                       ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                  CODE     FREQ     (PCT)     (PCT)     (PCT)

MELVYL ONLINE Q                  ML      1259     100.0     100.0     100.0
                                        -------   -------   -------
                                TOTAL    1259     100.0     100.0

VALID CASES    1259      MISSING CASES      0
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                 08/04/82         PAGE   11

FILE   FINAL    (CREATION DATE = 08/03/82)

TERMID    TERMINAL IDENTIFICATION CODE

                     ADJ  CUM                          ADJ  CUM                          ADJ  CUM
     CODE       FREQ PCT  PCT      CODE       FREQ PCT  PCT      CODE       FREQ PCT  PCT

     CD            1   0    0      55           41   3   37      73            7   1   66
     F8            1   0    0      56           19   2   39      74           19   2   68
     38            3   0    0      57           10   1   40      75           20   2   70
     4A           31   2    3      58           13   1   41      76           12   1   71
     4B           38   3    6      59           20   2   42      77           11   1   71
     4C            1   0    6      6B           14   1   43      79            9   1   72
     4D            1   0    6      6E            1   0   43      8A           13   1   73
     40            2   0    6      6F            7   1   44      8B           10   1   74
     41            7   1    7      60           17   1   45      8C           33   3   77
     42           30   2    9      61           32   3   48      8D           15   1   78
     43           37   3   12      62            3   0   48      8E            2   0   78
     44           25   2   14      63            1   0   48      8F           20   2   80
     45            5   0   14      64            7   1   49      84            4   0   80
     46           14   1   16      65            1   0   49      85            7   1   80
     47            1   0   16      66            1   0   49      86            2   0   81
     48            1   0   16      67            6   0   49      87            5   0   81
     49           36   3   19      68           10   1   50      88           21   2   83
     5A           23   2   20      69           30   2   53      89           31   2   85
     5B           16   1   22      7A           15   1   54      9A           43   3   88
     5C           21   2   23      7B           24   2   56      9B           20   2   90
     5D           28   2   26      7C            1   0   56      9C            5   0   90
     5F           20   2   27      7D            1   0   56      9D           38   3   93
     50            9   1   28      7E           15   1   57      9E            9   1   94
     51           10   1   29      7F           17   1   58      98           45   4   98
     52           12   1   30      70           39   3   61      99           28   2  100
     53           17   1   31      71           18   1   63
     54           39   3   34      72           38   3   66

VALID CASES     1259       MISSING CASES      0
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                             08/04/82       PAGE   12
FILE   FINAL    (CREATION DATE = 08/03/82)

TERMLOC

                                                 RELATIVE  ADJUSTED    CUM
                                       ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                  CODE     FREQ      (PCT)     (PCT)     (PCT)

                                           43       3.4       3.4       3.4

                                BK        224      17.8      17.8      21.2

                                DV        142      11.3      11.3      32.5

                                IR         60       4.8       4.8      37.3

                                LA        184      14.6      14.6      51.9

                                RM          1       0.1       0.1      51.9

                                RV         65       5.2       5.2      57.1

                                SB        153      12.2      12.2      69.3

                                SC         82       6.5       6.5      75.8

                                SD        286      22.7      22.7      98.5

                                SF         18       1.4       1.4      99.9

                                UR          1       0.1       0.1     100.0
                                       ------    ------    ------
                               TOTAL     1259     100.0     100.0

VALID CASES    1259      MISSING CASES     0
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82        PAGE   14

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST1    I CAME TO THE SEARCH WITH:
     (VALUE TABULATED =     1)

                                                                 PCT OF   PCT OF
DICHOTOMY LABEL                          NAME         COUNT  RESPONSES   CASES

COMPLETE AUTHOR                          QST1A          395       20.7    35.3

PART AUTHOR'S NAME                       QST1B          139        7.3    12.4

COMPLETE TITLE                           QST1C          302       15.8    27.0

PART TITLE                               QST1D          111        5.8     9.9

TOPIC WORD OR WORDS                      QST1E          380       19.9    34.0

SUBJECT HEADING                          QST1F          548       28.7    49.0

COMPLETE CALL NUMBER                     QST1G           22        1.2     2.0

PART CALL NUMBER                         QST1H           15        0.8     1.3
                                                   -------      -----   -----
                                 TOTAL RESPONSES       1912      100.0   171.0

    141 MISSING CASES        1118 VALID CASES
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                         08/04/82        PAGE   15

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST2    IN THIS SEARCH I WAS TRYING TO FIND:
     (VALUE TABULATED =     1)

                                                               PCT OF  PCT OF
DICHOTOMY LABEL                       NAME         COUNT  RESPONSES  CASES

SPECIFIC BOOK ETC                     QST2A          397      24.8     36.4

BOOKS ON TOPIC                        QST2B          649      40.5     59.5

BOOKS BY SPEC AUTHOR                  QST2C          268      16.7     24.6

PUB-DATE-SPELLING                     QST2D           46       2.9      4.2

IF BOOK IS AVAILABLE                  QST2E          127       7.9     11.7

OTHER LIBRARY W BOOK                  QST2F          117       7.3     10.7
                                                 -------     -----    -----
                              TOTAL RESPONSES       1604     100.0    147.2

   169 MISSING CASES        1090 VALID CASES
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                08/04/82       PAGE   16

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST3    I SEARCHED FOR WHAT I WANTED BY:
    (VALUE TABULATED =     1)

                                                            PCT OF   PCT OF
DICHOTOMY LABEL                          NAME       COUNT  RESPONSES  CASES

COMPLETE AUTHOR                          QST3A        352     19.5     32.9

PART AUTHOR'S NAME                       QST3B        162      9.0     15.1

COMPLETE TITLE                           QST3C        271     15.0     25.3

PART TITLE                               QST3D        121      6.7     11.3

TOPIC WORD OR WORDS                      QST3E        389     21.5     36.4

SUBJECT HEADINGS                         QST3F        513     28.4     47.9
                                                  -------    -----    -----
                                 TOTAL RESPONSES     1808    100.0    169.0

    189 MISSING CASES        1070 VALID CASES
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                 08/04/82       PAGE   17

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST4    I NEED THIS INFORMATION FOR:
     (VALUE TABULATED =     1)

                                                                 PCT OF   PCT OF
DICHOTOMY LABEL                          NAME          COUNT   RESPONSES   CASES

RECREATIONAL USES                        QST4A           184       9.7      17.1

MAKE-FIX SOMETHING                       QST4B            34       1.8       3.2

WORK OR JOB                              QST4C           132       7.0      12.3

PERSONAL INTEREST                        QST4D           301      15.9      27.9

HOBBY                                    QST4E           108       5.7      10.0

CLASS-COURSE READING                     QST4F           306      16.2      28.4

COURSE PAPER-REPORT                      QST4G           416      22.0      38.6

THESIS-DISSERTATION                      QST4H           121       6.4      11.2

PUBLICATION                              QST4I            81       4.3       7.5

TEACHING A COURSE                        QST4J            48       2.5       4.5

KEEP UP ON TOPIC                         QST4K           158       8.4      14.7
                                                     -------     -----     -----
                                 TOTAL RESPONSES        1889     100.0     175.4

    182 MISSING CASES        1077 VALID CASES
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                   08/04/82      PAGE   19
FILE   FINAL    (CREATION DATE = 08/03/82)

QST5      IN THIS SEARCH I FOUND

                                                     RELATIVE  ADJUSTED    CUM
                                           ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                      CODE     FREQ     (PCT)     (PCT)     (PCT)

MORE   THAN                           1.      126      10.0      11.8      11.8

ALL OR  MOST                          2.      144      11.4      13.5      25.3

SOME                                  3.      460      36.5      43.2      68.5

NOTHING                               4.      336      26.7      31.5     100.0

                                      0.      193      15.3    MISSING    100.0
                                            ------    ------    ------
                                   TOTAL     1259     100.0     100.0

MEAN          2.944      STD ERR          0.029      MEDIAN         3.072
MODE          3.000      STD DEV          0.960      VARIANCE       0.921
KURTOSIS     -0.412      SKEWNESS        -0.692      RANGE          3.000
MINIMUM       1.000      MAXIMUM          4.000

VALID CASES    1066      MISSING CASES    193
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                      08/04/82        PAGE   20

FILE   FINAL    (CREATION DATE = 08/03/82)

QST6      IN REL TO WHAT I WAS LOOKING FOR SEARCH

                                               RELATIVE  ADJUSTED    CUM
                                    ABSOLUTE     FREQ      FREQ     FREQ
CATEGORY LABEL               CODE     FREQ      (PCT)     (PCT)    (PCT)

VERY SATISFACTORY              1.      345       27.4      32.7     32.7

SOMEWHAT SATISFACTOR           2.      353       28.0      33.5     66.2

SOMEWHAT UNSATISFACT           3.      157       12.5      14.9     81.1

VERY UNSATISFACTORY            4.      199       15.8      18.9    100.0

                               0.      205       16.3   MISSING    100.0
                                    -------    ------    ------
                           TOTAL      1259      100.0     100.0

MEAN          2.199     STD ERR       0.034     MEDIAN        2.016
MODE          2.000     STD DEV       1.092     VARIANCE      1.193
KURTOSIS     -1.082     SKEWNESS      0.471     RANGE         3.000
MINIMUM       1.000     MAXIMUM       4.000

VALID CASES    1054     MISSING CASES   205
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                    08/04/82         PAGE   21

FILE    FINAL     (CREATION DATE = 08/03/82)

QST7       CAME ACROSS OTHER THINGS OF INTEREST

                                                    RELATIVE  ADJUSTED     CUM
                                         ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                    CODE     FREQ      (PCT)     (PCT)     (PCT)

YES                                 1.      511       40.6      48.6      48.6

NO                                  2.      540       42.9      51.4     100.0

                                    0.      208       16.5    MISSING    100.0
                                         -------    -------   -------
                                 TOTAL     1259      100.0     100.0

MEAN            1.514      STD ERR         0.015      MEDIAN          1.527
MODE            2.000      STD DEV         0.500      VARIANCE        0.250
KURTOSIS       -2.001      SKEWNESS       -0.055      RANGE           1.000
MINIMUM         1.000      MAXIMUM         2.000

VALID CASES     1051       MISSING CASES   208
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                08/04/82        PAGE   23

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST8     I GOT HELP FROM:
     (VALUE TABULATED =      1)

                                                               PCT OF   PCT OF
DICHOTOMY LABEL                         NAME        COUNT   RESPONSES   CASES

PRINTED MATTER-SIGNS                    QST8A         179       15.1     17.2

TERMINAL SCREEN INST                    QST8B         457       38.6     43.9

LIBRARY STAFF MEMBER                    QST8C          46        3.9      4.4

PERSON NEARBY                           QST8D          42        3.5      4.0

I DID NOT GET HELP                      QST8E         460       38.9     44.2
                                                   -------     -----    -----
                                TOTAL RESPONSES      1184      100.0    113.7

    218 MISSING CASES        1041 VALID CASES
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                         08/04/82      PAGE   25
FILE   FINAL    (CREATION DATE = 08/03/82)

QST9      GENERAL ATTITUDE TOWARD COMPUTER CAT IS

                                               RELATIVE  ADJUSTED    CUM
                                    ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL               CODE     FREQ      (PCT)     (PCT)     (PCT)

VERY FAVORABLE                 1.      735       58.4      70.8      70.8

SOMEWHAT FAVORABLE             2.      229       18.2      22.1      92.9

SOMEWHAT UNFAVORABLE           3.       33        2.6       3.2      96.1

VERY   UNFAVORABLE             4.       41        3.3       3.9     100.0

                               0.      221       17.6   MISSING     100.0
                                    ------     ------    ------
                            TOTAL     1259      100.0     100.0

MEAN          1.403     STD ERR        0.023     MEDIAN        1.206
MODE          1.000     STD DEV        0.736     VARIANCE      0.542
KURTOSIS      4.031     SKEWNESS       2.069     RANGE         3.000
MINIMUM       1.000     MAXIMUM        4.000

VALID CASES    1038     MISSING CASES   221
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82       PAGE   26

FILE   FINAL    (CREATION DATE = 08/03/82)

QST10     COMPUTER CAT COMPARED TO OTHER CAT

                                                 RELATIVE  ADJUSTED    CUM
                                       ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                  CODE     FREQ     (PCT)     (PCT)     (PCT)

BETTER                            1.      660      52.4      68.3      68.3

EQUAL                             2.      167      13.3      17.3      85.6

WORSE                             3.      139      11.0      14.4     100.0

                                  0.      215      17.1    MISSING    100.0

CAN'T   DECIDE                    4.       78       6.2    MISSING    100.0
                                        ------    ------    ------
                               TOTAL     1259     100.0     100.0

MEAN           1.461      STD ERR        0.024      MEDIAN         1.232
MODE           1.000      STD DEV        0.733      VARIANCE       0.537
KURTOSIS      -0.026      SKEWNESS       1.238      RANGE          2.000
MINIMUM        1.000      MAXIMUM        3.000

VALID CASES      966      MISSING CASES    293
```

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                                                 NEGATIVELY PHRASED LIKERT QUESTIONS
                                                       (I.E., XXX IS DIFFICULT)
                                                       (MISSING VALS INCLUDED)

      QST11  QST13  QST15  QST17  QST19  QST21  QST24  QST26  QST28  QST30  QST32  QST35  QST36  QST37  QST38  QST40  QST41  QST42
      SRCH   SRCH   SRCH   FIND   INCR.  UNDER  LOCAT  USING  UNDER  UNDER  TYP-   DIS-   SEL-   ENTER  RESP-  SIGNS  STAFF  HARD
       BY     BY     BY    SUBJ.  RE-    STAND  CALL   LOGIC  STAND  STAND  ING    PLAY   ECT    ING    ONSE    AND   AD-     TO
      TITLE  SUBJ.  AUTH/  TERM   SULTS  ING    NUMB.  TERMS  ING    ING    EXACT  MSG.S  FROM   COM-   TOO    BRO-   VICE   FIND
                    TITLE                EXPLN                INIT.  DIS-   SPEL.  TOO    LIST   ANDS   SLOW   CHURE         FREE
                                                              INSTR  PLAY          LONG                                      TERM
                                                                     MULT.

ABFR

TOTA   1259   1259   1259   1259   1259   1259   1259   1259   1259   1259   1259   1259   1259   1259   1259   1259   1259   1259
  -2    375    265    373     70     54    398    333    205    374    245    213    147    138    101    130    152    106    105
  -1    313    281    245    181    140    380    337    243    365    407    282    370    352    220    270    337    150    240
   0    131    160    153    186    202     79    102    181     86    128    168    197    191    182    197    211    213    148
   1     84    181     72    355    360     46     92    104     46     52    173    124    139    205    189     79     45    198
   2     39     82     35    144    107     33     40     61     35     32     57     58     64     88    111     48     51    170
   8     64     33    113     53    119     27     53    162     21     48     24     15     26    112     12     82    334     41
   9    253    257    268    270    277    296    302    303    332    347    342    348    349    351    350    350    360    357

RELF

TOTA  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0  100.0
  -2  29.79  21.05  29.63   5.56   4.29  31.61  26.45  16.28  29.71  19.46  16.92  11.68  10.96   8.02  10.33  12.07   8.42   8.34
  -1  24.86  22.32  19.46  14.38  11.12  30.18  26.77  19.30  28.99  32.33  22.40  29.39  27.96  17.47  21.45  26.77  11.91  19.06
   0  10.41  12.71  12.15  14.77  16.04   6.27   8.10  14.38   6.83  10.17  13.34  15.65  15.17  14.46  15.65  16.76  16.92  11.76
   1   6.67  14.38   5.72  28.20  28.59   3.65   7.31   8.26   3.65   4.13  13.74   9.85  11.04  16.28  15.01   6.27   3.57  15.73
   2   3.10   6.51   2.78  11.44   8.50   2.62   3.18   4.85   2.78   2.54   4.53   4.61   5.08   6.99   8.82   3.81   4.05  13.50
   8   5.08   2.62   8.98   4.21   9.45   2.14   4.21  12.87   1.67   3.81   1.91   1.19   2.07   8.90    .95   6.51  26.53   3.26
   9  20.10  20.41  21.29  21.45  22.00  23.51  23.99  24.07  26.37  27.56  27.16  27.64  27.72  27.88  27.80  27.80  28.59  28.36
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NEGATIVELY PHRASED LIKERT QUESTIONS
(I.E., XXX IS DIFFICULT)
(MISSING VALS EXCLUDED)

	QST11 SRCH BY TITLE	QST13 SRCH BY SUBJ.	QST15 SRCH BY AUTH/ TITLE	QST17 FIND SUBJ. TERM	QST19 INCR. RE- SULTS	QST21 UNDER STAND ING EXPLN	QST24 LOCAT CALL NUMB.	QST26 USING LOGIC TERMS	QST28 UNDER STAND ING INIT. INSTR	QST30 UNDER STAND ING DIS- PLAY	QST32 TYP- ING EXACT SPEL.	QST35 DIS- PLAY MSG.S TOO LONG	QST36 SEL- ECT FROM LIST	QST37 ENTER ING COM- ANDS	QST38 RESP- ONSE TOO SLOW	QST40 SIGNS AND BRO- CHURE	QST41 STAFF AD- VICE	QST42 HARD TO FIND FREE TERM
ABFR																		
TOTA	942	969	878	936	863	936	904	794	906	864	893	896	884	796	897	827	565	861
-2	375	265	373	70	54	398	333	205	374	245	213	147	138	101	130	152	106	105
-1	313	281	245	181	140	380	337	243	365	407	282	370	352	220	270	337	150	240
0	131	160	153	186	202	79	102	181	86	128	168	197	191	182	197	211	213	148
1	84	181	72	355	360	46	92	104	46	52	173	124	139	205	189	79	45	198
2	39	82	35	144	107	33	40	61	35	32	57	58	64	88	111	48	51	170
RELF																		
TOTA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
-2	39.81	27.35	42.48	7.48	6.26	42.52	36.84	25.82	41.28	28.36	23.85	16.41	15.61	12.69	14.49	18.38	18.76	12.20
-1	33.23	29.00	27.90	19.34	16.22	40.60	37.28	30.60	40.29	47.11	31.58	41.29	39.82	27.64	30.10	40.75	26.55	27.87
0	13.91	16.51	17.43	19.87	23.41	8.44	11.28	22.80	9.49	14.81	18.81	21.99	21.61	22.86	21.96	25.51	37.70	17.19
1	8.92	18.68	8.20	37.93	41.71	4.91	10.18	13.10	5.08	6.02	19.37	13.84	15.72	25.75	21.07	9.55	7.96	23.00
2	4.14	8.46	3.99	15.38	12.40	3.53	4.42	7.68	3.86	3.70	6.38	6.47	7.24	11.06	12.37	5.80	9.03	19.74
MEAN	-.96	-.48	-.97	.34	.38	-1.14	-.92	-.54	-1.10	-.90	-.47	-.47	-.41	-.05	-.13	-.56	-.38	.10
STDE	1.13	1.30	1.13	1.17	1.09	1.00	1.13	1.22	1.02	1.00	1.22	1.12	1.14	1.22	1.25	1.07	1.15	1.33
SKEW	.991	.423	.932	-.397	-.505	1.411	.998	.513	1.351	1.065	.384	.579	.508	.044	.187	.655	.392	.004
KURT	.170	-1.01	.007	-.800	-.487	1.785	.168	-.678	1.534	.973	-.934	-.400	-.574	-1.03	-1.03	-.058	-.363	-1.26
MEDI	-1.2	-.7	-1.2	.6	.6	-1.3	-1.1	-.7	-1.3	-1.0	-.7	-.7	-.6	-.1	-.3	-.7	-.4	.1
MODE	-2	-1	-2	1	1	-2	-1	-1	-2	-1	-1	-1	-1	-1	-1	-1	0	-1

POSITIVELY PHRASED LIKERT QUESTIONS

(I.E., XXX IS EASY)
(MISSING VALS INCLUDED)

	QST12 SRCH BY AUTH.	QST14 SRCH BY CALL NUMB.	QST16 REMEMBER COMMANDS	QST18 SCANNING THRU LONG DISP.	QST20 REDUCING RESULTS	QST22 USING CODES OR ABREV	QST23 ABREV ON SCRN.	QST25 SRCH WITH TRUNCATE	QST27 REMEMBER EXACT ORDER	QST29 UNDERSTANDING DISP SING.	QST31 INTERRUPT DISP.	QST33 KNOW WHATS INCLUDED	QST34 ORDER OF DISP. ITEMS	QST39 AVAIL OF SIGNS ADEQUATE
ABFR														
TOTA	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259
-2	31	0	67	79	58	31	17	61	38	25	96	94	26	79
-1	60	0	176	227	173	96	51	131	141	38	162	254	74	131
0	109	0	187	172	230	208	169	253	200	85	130	231	162	171
1	367	0	286	301	254	309	452	205	301	427	267	178	417	354
2	390	0	191	148	124	192	226	107	146	313	180	76	204	115
8	44	1259	85	59	125	124	44	196	130	27	83	83	30	55
9	258	0	267	273	295	299	300	306	303	344	341	343	346	354
RELF														
TOTA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
-2	2.46	0.0	5.32	6.27	4.61	2.46	1.35	4.85	3.02	1.99	7.63	7.47	2.07	6.27
-1	4.77	0.0	13.98	18.03	13.74	7.63	4.05	10.41	11.20	3.02	12.87	20.17	5.88	10.41
0	8.66	0.0	14.85	13.66	18.27	16.52	13.42	20.10	15.89	6.75	10.33	18.35	12.87	13.58
1	29.15	0.0	22.72	23.91	20.17	24.54	35.90	16.28	23.91	33.92	21.21	14.14	33.12	28.12
2	30.98	0.0	15.17	11.76	9.85	15.25	17.95	8.50	11.60	24.86	14.30	6.04	16.20	9.13
8	3.49	100.0	6.75	4.69	9.93	9.85	3.49	15.57	10.33	2.14	6.59	6.59	2.38	4.37
9	20.49	0.0	21.21	21.68	23.43	23.75	23.83	24.31	24.07	27.32	27.08	27.24	27.48	28.12

```
                                    POSITIVELY PHRASED LIKERT QUESTIONS
                                            (I.E.,  XXX IS EASY)
                                          (MISSING VALS EXCLUDED)

           QST12       QST14       QST16       QST18       QST20       QST22       QST23       QST25       QST27       QST29       QST31       QST33       QST34       QST39
           SRCH        SRCH        REMEM       SCAN-       REDUC       USING       ABREV       SRCH        REMEM       UNDER       INTER       KNOW        ORDER       AVAIL
            BY          BY         BER         NING        ING         CODES        ON         WITH        BER         STAND       RUPT        WHATS        OF          OF
           AUTH.       CALL        COM-        THRU        RE-          OR         SCRN.       TRUN-       EXACT       ING         DISP.       INC-        DISP.       SIGNS
                       NUMB.       MANDS       LONG        SULTS       ABREV                   CATE        ORDER       DISP                    LUDED       ITEMS       ADE-
                                               DISP.                                                               SING.                                           QUATE

ABFR

TOTA         957           M         907         927         839         836         915         757         826         888         835         833         883         850
  -2          31           M          67          79          58          31          17          61          38          25          96          94          26          79
  -1          60           M         176         227         173          96          51         131         141          38         162         254          74         131
   0         109           M         187         172         230         208         169         253         200          85         130         231         162         171
   1         367           M         286         301         254         309         452         205         301         427         267         178         417         354
   2         390           M         191         148         124         192         226         107         146         313         180          76         204         115

RELF

TOTA       100.0           M       100.0       100.0       100.0       100.0       100.0       100.0       100.0       100.0       100.0       100.0       100.0       100.0
  -2        3.24           M        7.39        8.52        6.91        3.71        1.86        8.06        4.60        2.82       11.50       11.28        2.94        9.29
  -1        6.27           M       19.40       24.49       20.62       11.48        5.57       17.31       17.07        4.28       19.40       30.49        8.38       15.41
   0       11.39           M       20.62       18.55       27.41       24.88       18.47       33.42       24.21        9.57       15.57       27.73       18.35       20.12
   1       38.35           M       31.53       32.47       30.27       36.96       49.40       27.08       36.44       48.09       31.98       21.37       47.23       41.65
   2       40.75           M       21.06       15.97       14.78       22.97       24.70       14.13       17.68       35.25       21.56        9.12       23.10       13.53

MEAN        1.07           M         .39         .23         .25         .64         .90         .22         .46        1.09         .33        -.13         .79         .35
STDE        1.03           M        1.22        1.22        1.15        1.07         .90        1.13        1.10         .93        1.32        1.15         .99        1.17
SKEW       -1.20           M       -.337       -.199       -.193       -.541       -.863       -.187       -.387       -1.33       -.353        .179       -.839       -.541
KURT       1.016           M       -.926       -1.06       -.813       -.337        .830       -.653       -.650       2.022       -1.08       -.815        .419       -.620
MEDI         1.3           M          .6          .4          .3          .8         1.0          .2          .6         1.2          .6         -.2          .9          .6
MODE           2           M           1           1           1           1           1           0           1           1           1          -1           1           1
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                              08/04/82        PAGE   32

FILE   FINAL    (CREATION DATE = 08/03/82)

QST43A    KEYBOARD CONFUSING

                                              RELATIVE  ADJUSTED    CUM
                                    ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL               CODE     FREQ     (PCT)     (PCT)     (PCT)

YES                            1.       46       3.7       5.5       5.5

NO                             2.      797      63.3      94.5     100.0

                               0.      416      33.0   MISSING     100.0
                                    ------    ------    ------
                            TOTAL     1259     100.0     100.0

MEAN            1.945     STD ERR        0.008       MEDIAN          1.971
MODE            2.000     STD DEV        0.227       VARIANCE        0.052
KURTOSIS       13.471     SKEWNESS      -3.929       RANGE           1.000
MINIMUM         1.000     MAXIMUM        2.000

VALID CASES       843     MISSING CASES    416
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FILE   FINAL    (CREATION DATE = 08/03/82)

QST43B    GLARE ON SCREEN

                                                RELATIVE  ADJUSTED    CUM
                                      ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                 CODE     FREQ     (PCT)     (PCT)     (PCT)

YES                              1.       96       7.6      11.4      11.4

NO                               2.      747      59.3      88.6     100.0

                                 0.      416      33.0   MISSING     100.0
                                       ------    ------    ------
                              TOTAL     1259     100.0     100.0


MEAN          1.886      STD ERR        0.011      MEDIAN        1.936
MODE          2.000      STD DEV        0.318      VARIANCE      0.101
KURTOSIS      3.940      SKEWNESS      -2.435      RANGE         1.000
MINIMUM       1.000      MAXIMUM        2.000

VALID CASES     843      MISSING CASES    416
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                              08/04/82        PAGE   34
FILE   FINAL    (CREATION DATE = 08/03/82)

QST43C    LETTERS EASY TO READ

                                                    RELATIVE   ADJUSTED     CUM
                                         ABSOLUTE     FREQ       FREQ       FREQ
CATEGORY LABEL                   CODE      FREQ      (PCT)      (PCT)      (PCT)

YES                                1.       572       45.4       67.9       67.9

NO                                 2.       271       21.5       32.1      100.0

                                   0.       416       33.0     MISSING     100.0
                                          -------    ------     ------
                                 TOTAL     1259      100.0      100.0

MEAN           1.321      STD ERR          0.016       MEDIAN          1.237
MODE           1.000      STD DEV          0.467       VARIANCE        0.218
KURTOSIS      -1.417      SKEWNESS         0.766       RANGE           1.000
MINIMUM        1.000      MAXIMUM          2.000

VALID CASES      843      MISSING CASES    416
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FILE    FINAL     (CREATION DATE = 08/03/82)

QST43D     LIGHTING TOO BRIGHT

                                                     RELATIVE  ADJUSTED     CUM
                                           ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                     CODE      FREQ     (PCT)     (PCT)     (PCT)

YES                                  1.        88       7.0      10.4      10.4

NO                                   2.       755      60.0      89.6     100.0

                                     0.       416      33.0    MISSING    100.0
                                           -------   -------   -------
                                 TOTAL       1259     100.0     100.0

MEAN             1.896     STD ERR           0.011     MEDIAN          1.942
MODE             2.000     STD DEV           0.306     VARIANCE        0.094
KURTOSIS         4.731     SKEWNESS         -2.592     RANGE           1.000
MINIMUM          1.000     MAXIMUM           2.000

VALID CASES        843     MISSING CASES     416
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                              08/04/82        PAGE   36

FILE   FINAL    (CREATION DATE = 08/03/82)

QST43E    WRITING SPACE OK

                                                   RELATIVE  ADJUSTED    CUM
                                        ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                   CODE     FREQ      (PCT)     (PCT)     (PCT)

YES                                1.      303      24.1      35.9      35.9

NO                                 2.      540      42.9      64.1     100.0

                                   0.      416      33.0    MISSING    100.0
                                         -------   -------   -------
                                 TOTAL    1259     100.0     100.0

MEAN           1.641     STD ERR         0.017      MEDIAN         1.719
MODE           2.000     STD DEV         0.480      VARIANCE       0.231
KURTOSIS      -1.659     SKEWNESS       -0.587      RANGE          1.000
MINIMUM        1.000     MAXIMUM         2.000

VALID CASES      843     MISSING CASES   416
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                    08/04/82         PAGE   37

FILE   FINAL     (CREATION DATE = 08/03/82)

QST43F    NOISE DISTRACTING

                                                     RELATIVE  ADJUSTED    CUM
                                         ABSOLUTE      FREQ      FREQ      FREQ
CATEGORY LABEL                    CODE     FREQ       (PCT)     (PCT)     (PCT)

YES                                 1.       62        4.9       7.4       7.4

NO                                  2.      781       62.0      92.6     100.0

                                    0.      416       33.0    MISSING    100.0
                                          -------    -------   -------
                                 TOTAL     1259      100.0     100.0

MEAN            1.926     STD ERR         0.009       MEDIAN          1.960
MODE            2.000     STD DEV         0.261       VARIANCE        0.068
KURTOSIS        8.735     SKEWNESS       -3.273       RANGE           1.000
MINIMUM         1.000     MAXIMUM         2.000

VALID CASES       843     MISSING CASES   416
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FILE   FINAL    (CREATION DATE = 08/03/82)

QST43G    TABLE HEIGHT RIGHT

                                                   RELATIVE  ADJUSTED    CUM
                                        ABSOLUTE     FREQ      FREQ     FREQ
CATEGORY LABEL                  CODE      FREQ      (PCT)     (PCT)    (PCT)

YES                               1.        87        6.9      10.3     10.3

NO                                2.       756       60.0      89.7    100.0

                                  0.       416       33.0   MISSING    100.0
                                       -------    -------    ------
                              TOTAL       1259      100.0     100.0

MEAN          1.897     STD ERR        0.010     MEDIAN        1.942
MODE          2.000     STD DEV        0.304     VARIANCE      0.093
KURTOSIS      4.840     SKEWNESS      -2.613     RANGE         1.000
MINIMUM       1.000     MAXIMUM        2.000

VALID CASES     843     MISSING CASES    416
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                  08/04/82        PAGE   39

FILE   FINAL    (CREATION DATE = 08/03/82)

QST43H    PRINTER EASY TO USE

                                                      RELATIVE  ADJUSTED    CUM
                                           ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                     CODE      FREQ      (PCT)     (PCT)     (PCT)

YES                                  1.       327      26.0      38.8      38.8

NO                                   2.       516      41.0      61.2     100.0

                                     0.       416      33.0    MISSING    100.0
                                            ------    ------    ------
                                  TOTAL      1259     100.0     100.0


MEAN             1.612     STD ERR          0.017      MEDIAN          1.683
MODE             2.000     STD DEV          0.488      VARIANCE        0.238
KURTOSIS        -1.792     SKEWNESS        -0.461      RANGE           1.000
MINIMUM          1.000     MAXIMUM          2.000

VALID CASES        843     MISSING CASES      416
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                      08/04/82        PAGE   41

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST43   WHEN I USE THE COMPUTER CATALOG TERMINAL
     (VALUE TABULATED =     1)

                                                              PCT OF  PCT OF
DICHOTOMY LABEL                         NAME       COUNT   RESPONSES  CASES

KEYBOARD CONFUSING                      QST43A        46       2.9      5.5

GLARE ON SCREEN                         QST43B        96       6.1     11.4

LETTERS EASY TO READ                    QST43C       572      36.2     67.9

LIGHTING TOO BRIGHT                     QST43D        88       5.6     10.4

WRITING SPACE OK                        QST43E       303      19.2     35.9

NOISE DISTRACTING                       QST43F        62       3.9      7.4

TABLE HEIGHT RIGHT                      QST43G        87       5.5     10.3

PRINTER EASY TO USE                     QST43H       327      20.7     38.8
                                                  -------    -----    -----
                                TOTAL RESPONSES     1581     100.0    187.5

    416 MISSING CASES         843 VALID CASES
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                              08/04/82        PAGE   42

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST44   ADDITIONAL SYSTEM FEATURES DESIRED:
     (VALUE TABULATED =      1)

                                                                  PCT OF   PCT OF
DICHOTOMY LABEL                           NAME       COUNT   RESPONSES    CASES

STEP BY STEP INSTRUC                      QST44A       106         3.3     11.9

LIMIT BY DATE OF PUB                      QST44D       162         5.0     18.2

LIMIT BY LANGUAGE                         QST44E       180         5.6     20.2

JOURNAL TITLE ABBRV                       QST44F       230         7.2     25.8

CHANGE DISPLAY ORDER                      QST44G       115         3.6     12.9

VIEW RELATED WORDS                        QST44H       501        15.6     56.2

SRCH FOR ILLUS & BIB                      QST44I       169         5.3     19.0

SRCH BY CALL NUMBER                       QST44J       179         5.6     20.1

PRINT SEARCH RESULTS                      QST44K       398        12.4     44.7

SRCH CONTENTS-INDEX                       QST44L       431        13.4     48.4

IF BOOK CHECKED OUT                       QST44M       498        15.5     55.9

LIB LOCATION OF BOOK                      QST44N       213         6.6     23.9

NONE                                      QST44O        28         0.9      3.1
                                                   -------       -----    -----
                                TOTAL RESPONSES       3210       100.0    360.3

    368 MISSING CASES          891 VALID CASES
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82       PAGE   43

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST45   COMPUTER CAT SERVICE IMPROVEMENTS DESIRE
     (VALUE TABULATED =      1)

                                                               PCT OF  PCT OF
DICHOTOMY LABEL                          NAME       COUNT  RESPONSES   CASES

MORE TERMINALS                           QST45A       565       27.9    63.6

TERMS IN OTHER LOCAT                     QST45B       328       16.2    36.9

TERMS OUTSIDE LIBR                       QST45C       317       15.6    35.7

COMMAND CHART POSTED                     QST45D       273       13.5    30.7

MANUAL AT TERMINAL                       QST45E       150        7.4    16.9

MANUAL FOR PURCHASE                      QST45F        92        4.5    10.3

TRAINING SESSIONS                        QST45G       102        5.0    11.5

A-V TRAINING PROGR                       QST45H        83        4.1     9.3

NONE                                     QST45I       116        5.7    13.0
                                                  -------      -----   -----
                                TOTAL RESPONSES      2026      100.0   227.9

    370 MISSING CASES         889 VALID CASES
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                         08/04/82        PAGE   44

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST46   ADDITIONAL KINDS OF MATERIALS DESIRED:
     (VALUE TABULATED =      1)

                                                                PCT OF  PCT OF
DICHOTOMY LABEL                          NAME        COUNT   RESPONSES   CASES

DISSERTATIONS                            QST46A        308       10.7     34.5

MOTION PICTURE FILMS                     QST46B        218        7.6     24.4

GOV PUBLICATIONS                         QST46C        331       11.5     37.1

JOURNAL TITLES                           QST46D        571       19.8     64.0

MAPS                                     QST46E        118        4.1     13.2

MANUSCRIPTS                              QST46F         96        3.3     10.8

MUSIC SCORES                             QST46G        120        4.2     13.5

NEWSPAPERS                               QST46H        311       10.8     34.9

RECORDS OR TAPES                         QST46I        205        7.1     23.0

TECHNICAL REPORTS                        QST46J        221        7.7     24.8

MORE OLDER BOOKS                         QST46K        353       12.2     39.6

NONE                                     QST46L         33        1.1      3.7
                                                    -------     -----    -----
                                  TOTAL RESPONSES     2885      100.0    323.4

    367 MISSING CASES          892 VALID CASES
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                           08/04/82       PAGE   46
FILE   FINAL    (CREATION DATE = 08/03/82)

QST48     I COME TO THIS LIBRARY

                                                RELATIVE  ADJUSTED    CUM
                                      ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                  CODE    FREQ     (PCT)     (PCT)     (PCT)

DAILY                             1.     376     29.9      42.3      42.3

WEEKLY                            2.     381     30.3      42.9      85.2

MONTHLY                           3.      78      6.2       8.8      94.0

4 TIMES YEAR                      4.      25      2.0       2.8      96.8

ONCE A  YEAR                      5.      11      0.9       1.2      98.1

NOT BEFORE TODAY                  6.      17      1.4       1.9     100.0

                                  0.     371     29.5    MISSING    100.0
                                       -------   ------    ------
                               TOTAL    1259    100.0     100.0

MEAN          1.834      STD ERR       0.034      MEDIAN        1.678
MODE          2.000      STD DEV       1.008      VARIANCE      1.015
KURTOSIS      4.805      SKEWNESS      1.920      RANGE         5.000
MINIMUM       1.000      MAXIMUM       6.000

VALID CASES     888      MISSING CASES   371
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82        PAGE   47

FILE   FINAL    (CREATION DATE = 08/03/82)

QST49     I USE THIS COMPUTER CATALOG

                                                    RELATIVE  ADJUSTED    CUM
                                         ABSOLUTE     FREQ      FREQ     FREQ
CATEGORY LABEL                   CODE      FREQ      (PCT)     (PCT)    (PCT)

EVERY   VISIT                      1.       123        9.8      13.9     13.9

MOST    VISITS                     2.       302       24.0      34.1     48.0

OCCASIONALLY                       3.       315       25.0      35.6     83.6

RARELY                             4.        64        5.1       7.2     90.8

NOT BEFORE TODAY                   5.        81        6.4       9.2    100.0

                                   0.       374       29.7   MISSING    100.0
                                         ------     ------    ------
                                TOTAL      1259      100.0     100.0

MEAN           2.636      STD ERR         0.037      MEDIAN        2.556
MODE           3.000      STD DEV         1.098      VARIANCE      1.205
KURTOSIS      -0.116      SKEWNESS        0.541      RANGE         4.000
MINIMUM        1.000      MAXIMUM         5.000

VALID CASES      885      MISSING CASES     374
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                        08/04/82        PAGE   48

FILE   FINAL    (CREATION DATE = 08/03/82)

QST50      I USE LIB'S BK CRD OR MICRO CAT

                                                       RELATIVE  ADJUSTED    CUM
                                             ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                        CODE     FREQ     ( PCT)    ( PCT)    ( PCT)

EVERY   VISIT                          1.       146      11.6      16.6      16.6

MOST    VISITS                         2.       259      20.6      29.4      46.0

OCCASIONALLY                           3.       334      26.5      38.0      84.0

RARELY                                 4.        98       7.8      11.1      95.1

NOT BEFORE TODAY                       5.        43       3.4       4.9     100.0

                                       0.       379      30.1    MISSING    100.0
                                             ------    ------    ------
                                     TOTAL     1259     100.0     100.0

MEAN            2.583      STD ERR          0.035       MEDIAN          2.605
MODE            3.000      STD DEV          1.045       VARIANCE        1.092
KURTOSIS       -0.302      SKEWNESS         0.280       RANGE           4.000
MINIMUM         1.000      MAXIMUM          5.000

VALID CASES       880      MISSING CASES    379
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                        08/04/82         PAGE   49
FILE   FINAL    (CREATION DATE = 08/03/82)

QST51      I USE ANOTHER COMPUTER SYSTEM

                                                  RELATIVE  ADJUSTED    CUM
                                        ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                   CODE     FREQ     (PCT)     (PCT)     (PCT)

DAILY                              1.      124       9.8      14.0      14.0

WEEKLY                             2.      178      14.1      20.1      34.1

MONTHLY                            3.       99       7.9      11.2      45.3

4 TIMES A YEAR                     4.      111       8.8      12.5      57.9

ONCE A  YEAR                       5.       70       5.6       7.9      65.8

NEVER                              6.      303      24.1      34.2     100.0

                                   0.      374      29.7   MISSING     100.0
                                         ------    ------    ------
                                TOTAL     1259     100.0     100.0


MEAN           3.829      STD ERR        0.064      MEDIAN         3.874
MODE           6.000      STD DEV        1.898      VARIANCE       3.601
KURTOSIS      -1.531      SKEWNESS      -0.123      RANGE          5.000
MINIMUM        1.000      MAXIMUM        6.000

VALID CASES      885      MISSING CASES   374
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                              08/04/82        PAGE   50

FILE   FINAL    (CREATION DATE = 08/03/82)

QST52     HEARD ABOUT COMPUTER CAT FROM

                                               RELATIVE  ADJUSTED    CUM
                                    ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL               CODE     FREQ      (PCT)     (PCT)     (PCT)

NOTICED TERM IN LIB            1.      712      56.6      81.0      81.0

LIBRARY TOUR                   2.       37       2.9       4.2      85.2

ARTICLE-ANNOUNCE               3.       16       1.3       1.8      87.0

INSTRUCTOR                     4.       21       1.7       2.4      89.4

FRIEND - FAMILY                5.       67       5.3       7.6      97.0

LIBRARY STAFF                  6.       26       2.1       3.0     100.0

                               0.      380      30.2    MISSING    100.0
                                    -------   -------   -------
                            TOTAL     1259     100.0     100.0

MEAN           1.603     STD ERR         0.047      MEDIAN          1.117
MODE           1.000     STD DEV         1.388      VARIANCE        1.928
KURTOSIS       3.005     SKEWNESS        2.140      RANGE           5.000
MINIMUM        1.000     MAXIMUM         6.000

VALID CASES      879     MISSING CASES    380
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                 08/04/82        PAGE  52

FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST53    I LEARNED HOW TO USE THIS COMP CAT:
     (VALUE TABULATED =      1)

                                                               PCT OF   PCT OF
DICHOTOMY LABEL                           NAME        COUNT  RESPONSES  CASES

FROM A FRIEND                             QST53A         73       6.2      8.3

BY PRINTED INSTR                          QST53B        274      23.3     31.0

BY INSTR ON TERMINAL                      QST53C        498      42.4     56.4

FROM LIBRARY STAFF                        QST53D         48       4.1      5.4

FROM LIBRARY COURSE                       QST53E         18       1.5      2.0

BY MYSELF                                 QST53G        264      22.5     29.9
                                                      -------    -----    -----
                                   TOTAL RESPONSES     1175     100.0    133.1

    376 MISSING CASES         883 VALID CASES
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                         08/04/82        PAGE   54

FILE   FINAL    (CREATION DATE = 08/03/82)

QST54     MY AGE GROUP IS

                                                  RELATIVE  ADJUSTED     CUM
                                       ABSOLUTE     FREQ      FREQ       FREQ
CATEGORY LABEL                   CODE    FREQ      (PCT)     (PCT)      (PCT)

14 AND  UNDER                      1.       15       1.2       1.7       1.7

15 - 19 YEARS                      2.      207      16.4      23.4      25.1

20 - 24 YEARS                      3.      415      33.0      46.8      71.9

25 - 34 YEARS                      4.      167      13.3      18.8      90.7

35 - 44 YEARS                      5.       48       3.8       5.4      96.2

45 - 54 YEARS                      6.       15       1.2       1.7      97.9

55 - 64 YEARS                      7.        7       0.6       0.8      98.6

65 AND  OVER                       8.       12       1.0       1.4     100.0

                                   0.      373      29.6   MISSING     100.0
                                        ------    ------    ------
                               TOTAL      1259     100.0     100.0

VALID CASES     886      MISSING CASES    373
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                   08/04/82      PAGE  55
FILE   FINAL    (CREATION DATE = 08/03/82)

QST55     SEX

                                          RELATIVE  ADJUSTED    CUM
                                 ABSOLUTE   FREQ      FREQ      FREQ
CATEGORY LABEL              CODE   FREQ     (PCT)     (PCT)     (PCT)

FEMALE                        1.    290     23.0      33.1      33.1

MALE                          2.    587     46.6      66.9     100.0

                              0.    382     30.3    MISSING    100.0
                                 -------   ------    ------
                           TOTAL   1259    100.0     100.0

VALID CASES     877      MISSING CASES   382
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82        PAGE   56
FILE   FINAL    (CREATION DATE = 08/03/82)

QST56     CURRENT OR HIGHEST GRADE COMPLETED

                                               RELATIVE  ADJUSTED     CUM
                                     ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                CODE     FREQ     (PCT)     (PCT)     (PCT)

GRADE   SCHOOL                  1.       23      1.8       2.6       2.6

HIGH    SCHOOL                  2.       43      3.4       4.9       7.4

SOME    COLLEGE                 3.      527     41.9      59.5      66.9

COLLEGE GRADUATE                4.      293     23.3      33.1     100.0

                                0.      373     29.6     MISSING   100.0
                                     -------   ------    ------
                             TOTAL     1259    100.0     100.0

VALID CASES     886      MISSING CASES   373
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                        08/04/82        PAGE   57
FILE   FINAL    (CREATION DATE = 08/03/82)

QST57     MY ACADEMIC AREA IS

                                                   RELATIVE  ADJUSTED    CUM
                                        ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                   CODE     FREQ       (PCT)     (PCT)     (PCT)

ART AND HUMANITIES                 1.      214       17.0      24.2      24.2

PHYS-BIO SCIENCES                  2.      201       16.0      22.7      46.9

SOCIAL  SCIENCES                   3.      171       13.6      19.3      66.2

BUSINESS-MANAGEMENT                4.       42        3.3       4.7      71.0

EDUCATION                          5.       18        1.4       2.0      73.0

ENGINEERING                        6.      125        9.9      14.1      87.1

MEDICAL-HEALTH SCIEN               7.       51        4.1       5.8      92.9

LAW                                8.       26        2.1       2.9      95.8

MAJOR UNDECLARED                   9.       35        2.8       4.0      99.8

INTERDISCIPLINARY                 10.        2        0.2       0.2     100.0

                                   0.      374       29.7   MISSING     100.0
                                         ------     ------    ------
                                 TOTAL    1259      100.0     100.0

VALID CASES     885      MISSING CASES   374
```

```
FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP QUEST58   THE MAIN FOCUS OF MY ACADEMIC WORK IS:
    (VALUE TABULATED =     1)

                                                             PCT OF  PCT OF
DICHOTOMY LABEL                           NAME        COUNT  RESPONSES  CASES

COURSE WORK                               QST58A        622     62.4    71.4

TEACHING                                  QST58B         65      6.5     7.5

RESEARCH                                  QST58C        310     31.1    35.6
                                                    -------    -----   -----
                                   TOTAL RESPONSES      997    100.0   114.5

   388 MISSING CASES         871 VALID CASES
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                08/04/82        PAGE   61
FILE   FINAL    (CREATION DATE = 08/03/82)

QST59     PRESENT AFFILIATION

                                                    RELATIVE  ADJUSTED     CUM
                                        ABSOLUTE      FREQ      FREQ      FREQ
CATEGORY LABEL                  CODE      FREQ       (PCT)     (PCT)     (PCT)

FRESHMAN-SOPHOMORE                1.       202        16.0      23.2      23.2

JUNIOR--SENIOR                    2.       340        27.0      39.0      62.2

GRADUATE-MASTERS LEV              3.        56         4.4       6.4      68.6

GRADUATE-DOCTORAL LE              4.        66         5.2       7.6      76.1

GRADUATE-PROFESSIONA              5.        17         1.4       1.9      78.1

FACULTY                           6.        28         2.2       3.2      81.3

STAFF                             7.        23         1.8       2.6      83.9

OTHER   STATUS                    8.       140        11.1      16.1     100.0

                                  0.       387        30.7   MISSING     100.0
                                       -------      ------    ------
                              TOTAL       1259       100.0     100.0

VALID CASES     872      MISSING CASES   387
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                08/04/82       PAGE   63
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP RQUEST1   I CAME TO THE SEARCH WITH:
     (VALUE TABULATED =      1)

                                                                  PCT OF  PCT OF
DICHOTOMY LABEL                            NAME         COUNT  RESPONSES  CASES

COMPLETE AUTHOR                            RQ1A           395     20.7     35.3

PART AUTHOR'S NAME                         RQ1B           139      7.3     12.4

COMPLETE TITLE                             RQ1C           302     15.8     27.0

PART TITLE                                 RQ1D           111      5.8      9.9

TOPIC WORD OR WORDS                        RQ1E           380     19.9     34.0

SUBJECT HEADING                            RQ1F           548     28.7     49.0

COMPLETE CALL NUMBER                       RQ1G            22      1.2      2.0

PART CALL NUMBER                           RQ1H            15      0.8      1.3
                                                      -------    -----    -----
                                  TOTAL RESPONSES        1912    100.0    171.0

    141 MISSING CASES        1118 VALID CASES
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                 08/04/82        PAGE   64
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP RQUEST2   IN THIS SEARCH I WAS TRYING TO FIND:
     (VALUE TABULATED =      1)

                                                                PCT OF  PCT OF
DICHOTOMY LABEL                          NAME        COUNT   RESPONSES   CASES

SPECIFIC BOOK ETC                        RQ2A          397      24.8      36.4

BOOKS ON TOPIC                           RQ2B          649      40.5      59.5

BOOKS BY SPEC AUTHOR                     RQ2C          268      16.7      24.6

PUB-DATE-SPELLING                        RQ2D           46       2.9       4.2

IF BOOK IS AVAILABLE                     RQ2E          127       7.9      11.7

OTHER LIBRARY W BOOK                     RQ2F          117       7.3      10.7
                                                   -------     -----     -----
                                TOTAL RESPONSES       1604     100.0     147.2

    169 MISSING CASES        1090 VALID CASES
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82        PAGE   65
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP RQUEST3   I SEARCHED FOR WHAT I WANTED BY:
     (VALUE TABULATED =      1)

                                                               PCT OF  PCT OF
DICHOTOMY LABEL                          NAME         COUNT  RESPONSES  CASES

COMPLETE AUTHOR                          RQ3A           352     19.5     32.9

PART AUTHOR'S NAME                       RQ3B           162      9.0     15.1

COMPLETE TITLE                           RQ3C           271     15.0     25.3

PART TITLE                               RQ3D           121      6.7     11.3

TOPIC WORD OR WORDS                      RQ3E           389     21.5     36.4

SUBJECT HEADINGS                         RQ3F           513     28.4     47.9
                                                      -------   -----    -----
                                 TOTAL RESPONSES       1808    100.0    169.0

    189 MISSING CASES        1070 VALID CASES
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                       08/04/82        PAGE   66
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP RQUEST4   I NEED THIS INFORMATION FOR:
     (VALUE TABULATED =     1)

                                                                  PCT OF  PCT OF
DICHOTOMY LABEL                          NAME        COUNT    RESPONSES   CASES

RECREATIONAL USES                        RQ4A          184        9.7     17.1

MAKE-FIX SOMETHING                       RQ4B           34        1.8      3.2

WORK OR JOB                              RQ4C          132        7.0     12.3

PERSONAL INTEREST                        RQ4D          301       15.9     27.9

HOBBY                                    RQ4E          108        5.7     10.0

CLASS-COURSE READING                     RQ4F          306       16.2     28.4

COURSE PAPER-REPORT                      RQ4G          416       22.0     38.6

THESIS-DISSERTATION                      RQ4H          121        6.4     11.2

PUBLICATION                              RQ4I           81        4.3      7.5

TEACHING A COURSE                        RQ4J           48        2.5      4.5

KEEP UP ON TOPIC                         RQ4K          158        8.4     14.7
                                                   -------      -----    -----
                                 TOTAL RESPONSES      1889      100.0    175.4

    182 MISSING CASES         1077 VALID CASES
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82        PAGE  68
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ5        IN THIS SEARCH I FOUND

                                                      RELATIVE  ADJUSTED    CUM
                                            ABSOLUTE    FREQ      FREQ     FREQ
CATEGORY LABEL                       CODE     FREQ     (PCT)     (PCT)    (PCT)

MORE   THAN                            1.      126      10.0      11.8     11.8

ALL OR  MOST                           2.      144      11.4      13.5     25.3

SOME                                   3.      460      36.5      43.2     68.5

NOTHING                                4.      336      26.7      31.5    100.0

                                       0.      193      15.3    MISSING   100.0
                                             ------    ------    ------
                                     TOTAL    1259     100.0     100.0

MEAN          2.944     STD ERR       0.029      MEDIAN        3.072
MODE          3.000     STD DEV       0.960      VARIANCE      0.921
KURTOSIS     -0.412     SKEWNESS     -0.692      RANGE         3.000
MINIMUM       1.000     MAXIMUM       4.000

VALID CASES    1066     MISSING CASES   193
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RQ6       IN REL TO WHAT I WAS LOOKING FOR SEARCH

                                             RELATIVE  ADJUSTED    CUM
                                  ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL              CODE    FREQ      (PCT)     (PCT)     (PCT)

VERY SATISFACTORY             1.     345       27.4      32.7      32.7

SOMEWHAT SATISFACTOR          2.     353       28.0      33.5      66.2

SOMEWHAT UNSATISFACT          3.     157       12.5      14.9      81.1

VERY UNSATISFACTORY           4.     199       15.8      18.9     100.0

                              0.     205       16.3    MISSING    100.0
                                   -------    ------    ------
                           TOTAL    1259      100.0     100.0

MEAN           2.199     STD ERR       0.034       MEDIAN        2.016
MODE           2.000     STD DEV       1.092       VARIANCE      1.193
KURTOSIS      -1.082     SKEWNESS      0.471       RANGE         3.000
MINIMUM        1.000     MAXIMUM       4.000

VALID CASES     1054     MISSING CASES   205
```

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RQ7       CAME ACROSS OTHER THINGS OF INTEREST

                                              RELATIVE  ADJUSTED    CUM
                                    ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL               CODE     FREQ     (PCT)     (PCT)     (PCT)

YES                            1.      511      40.6      48.6      48.6

NO                             2.      540      42.9      51.4     100.0

                               0.      208      16.5    MISSING    100.0
                                     -------   -------   -------
                             TOTAL    1259     100.0     100.0

MEAN           1.514     STD ERR        0.015      MEDIAN        1.527
MODE           2.000     STD DEV        0.500      VARIANCE      0.250
KURTOSIS      -2.001     SKEWNESS      -0.055      RANGE         1.000
MINIMUM        1.000     MAXIMUM        2.000

VALID CASES     1051     MISSING CASES    208
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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                    08/04/82        PAGE   72
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP RQUEST8   I GOT HELP FROM:
      (VALUE TABULATED =      1)

                                                                     PCT OF  PCT OF
DICHOTOMY LABEL                                    NAME        COUNT  RESPONSES  CASES

PRINTED MATTER-SIGNS                               RQ8A          179      15.1     17.2

TERMINAL SCREEN INST                               RQ8B          457      38.6     43.9

LIBRARY STAFF MEMBER                               RQ8C           46       3.9      4.4

PERSON NEARBY                                      RQ8D           42       3.5      4.0

I DID NOT GET HELP                                 RQ8E          460      38.9     44.2
                                                             -------     -----    -----
                                           TOTAL RESPONSES      1184     100.0    113.7

    218 MISSING CASES          1041 VALID CASES
```

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RQ9        GENERAL ATTITUDE TOWARD COMPUTER CAT IS

                                                     RELATIVE  ADJUSTED    CUM
                                          ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                    CODE      FREQ      (PCT)     (PCT)     (PCT)

VERY FAVORABLE                      1.       735      58.4      70.8      70.8

SOMEWHAT FAVORABLE                  2.       229      18.2      22.1      92.9

SOMEWHAT UNFAVORABLE                3.        33       2.6       3.2      96.1

VERY    UNFAVORABLE                 4.        41       3.3       3.9     100.0

                                    0.       221      17.6   MISSING     100.0
                                          -------    ------    ------
                                  TOTAL     1259     100.0     100.0


MEAN          1.403     STD ERR       0.023      MEDIAN        1.206
MODE          1.000     STD DEV       0.736      VARIANCE      0.542
KURTOSIS      4.031     SKEWNESS      2.069      RANGE         3.000
MINIMUM       1.000     MAXIMUM       4.000

VALID CASES    1038     MISSING CASES   221
```

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RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ10      COMPUTER CAT COMPARED TO OTHER CAT

                                                RELATIVE  ADJUSTED    CUM
                                      ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                 CODE     FREQ     (PCT)     (PCT)     (PCT)

BETTER                           1.      660      52.4      68.3      68.3

EQUAL                            2.      167      13.3      17.3      85.6

WORSE                            3.      139      11.0      14.4     100.0

                                 0.      215      17.1    MISSING    100.0

CAN'T   DECIDE                   4.       78       6.2    MISSING    100.0
                                       -------   ------    ------
                              TOTAL     1259     100.0     100.0

MEAN             1.461      STD ERR        0.024      MEDIAN        1.232
MODE             1.000      STD DEV        0.733      VARIANCE      0.537
KURTOSIS        -0.026      SKEWNESS       1.238      RANGE         2.000
MINIMUM          1.000      MAXIMUM        3.000

VALID CASES       966       MISSING CASES    293
```

NEGATIVFLY PHRASED LIKERT RQUESTIONS
(I.E., XXX IS DIFFICULT)
(MISSING VALS INCLUDED)

	RQ11 SRCH BY TITLE	RQ13 SRCH BY SUBJ.	RQ15 SRCH BY AUTH/ TITLE	RQ17 FIND SUBJ. TERM	RQ19 INCR. RE- SULTS	RQ21 UNDER STAND ING EXPLN	RQ24 LOCAT CALL NUMB.	RQ26 USING LOGIC TERMS	RQ28 UNDER STAND ING INIT. INSTR	RQ30 UNDER STAND ING DIS- PLAY MULT.	RQ32 TYP- ING EXACT SPEL.	RQ35 DIS- PLAY MSG.S TOO LONG	RQ36 SEL- ECT FROM LIST	RQ37 ENTER ING COM- ANDS	RQ38 RESP- ONSE TOO SLOW	RQ40 SIGNS AND BRO- CHURE	RQ41 STAFF AD- VICE	RQ42 HARD TO FIND FREE TERM
ABFR																		
TOTA	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259
-2	375	265	373	70	54	398	333	205	374	245	213	147	138	101	130	152	106	105
-1	313	281	245	181	140	380	337	243	365	407	282	370	352	220	270	337	150	240
0	131	160	153	186	202	79	102	181	86	128	168	197	191	182	197	211	213	148
1	84	181	72	355	360	46	92	104	46	52	173	124	139	205	189	79	45	198
2	39	82	35	144	107	33	40	61	35	32	57	58	64	88	111	48	51	170
8	64	33	113	53	119	27	53	162	21	48	24	15	26	112	12	82	334	41
9	253	257	268	270	277	296	302	303	332	347	342	348	349	351	350	350	360	357
RELF																		
TOTA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
-2	29.79	21.05	29.63	5.56	4.29	31.61	26.45	16.28	29.71	19.46	16.92	11.68	10.96	8.02	10.33	12.07	8.42	8.34
-1	24.86	22.32	19.46	14.38	11.12	30.18	26.77	19.30	28.99	32.33	22.40	29.39	27.96	17.47	21.45	26.77	11.91	19.06
0	10.41	12.71	12.15	14.77	16.04	6.27	8.10	14.38	6.83	10.17	13.34	15.65	15.17	14.46	15.65	16.76	16.92	11.76
1	6.67	14.38	5.72	28.20	28.59	3.65	7.31	8.26	3.65	4.13	13.74	9.85	11.04	16.28	15.01	6.27	3.57	15.73
2	3.10	6.51	2.78	11.44	8.50	2.62	3.18	4.85	2.78	2.54	4.53	4.61	5.08	6.99	8.82	3.81	4.05	13.50
8	5.08	2.62	8.98	4.21	9.45	2.14	4.21	12.87	1.67	3.81	1.91	1.19	2.07	8.90	.95	6.51	26.53	3.26
9	20.10	20.41	21.29	21.45	22.00	23.51	23.99	24.07	26.37	27.56	27.16	27.64	27.72	27.88	27.80	27.80	28.59	28.36

NEGATIVELY PHRASED LIKERT RQUESTIONS
(I.E., XXX IS DIFFICULT)
(MISSING VALS EXCLUDED)

	RQ11 SRCH BY TITLE	RQ13 SRCH BY SUBJ.	RQ15 SRCH BY AUTH/ TITLE	RQ17 FIND SUBJ. TERM	RQ19 INCR. RE- SULTS	RQ21 UNDER STAND ING EXPLN	RQ24 LOCAT CALL NUMB.	RQ26 USING LOGIC TERMS	RQ28 UNDER STAND ING INIT. INSTR	RQ30 UNDER STAND ING DIS- PLAY	RQ32 TYP- ING EXACT SPEL.	RQ35 DIS- PLAY MSG.S TOO LONG	RQ36 SEL- ECT FROM LIST	RQ37 ENTER ING COM- ANDS	RQ38 RESP- ONSE TOO SLOW	RQ40 SIGNS AND BRO- CHURE	RQ41 STAFF AD- VICE	RQ42 HARD TO FIND FREE TERM
ABFR																		
TOTA	942	969	878	936	863	936	904	794	906	864	893	896	884	796	897	827	565	861
-2	375	265	373	70	54	398	333	205	374	245	213	147	138	101	130	152	106	105
-1	313	281	245	181	140	380	337	243	365	407	282	370	352	220	270	337	150	240
0	131	160	153	186	202	79	102	181	86	128	168	197	191	182	197	211	213	148
1	84	181	72	355	360	46	92	104	46	52	173	124	139	205	189	79	45	198
2	39	82	35	144	107	33	40	61	35	32	57	58	64	88	111	48	51	170
RELF																		
TOTA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
-2	39.81	27.35	42.48	7.48	6.26	42.52	36.84	25.82	41.28	28.36	23.85	16.41	15.61	12.69	14.49	18.38	18.76	12.20
-1	33.23	29.00	27.90	19.34	16.22	40.60	37.28	30.60	40.29	47.11	31.58	41.29	39.82	27.64	30.10	40.75	26.55	27.87
0	13.91	16.51	17.43	19.87	23.41	8.44	11.28	22.80	9.49	14.81	18.81	21.99	21.61	22.86	21.96	25.51	37.70	17.19
1	8.92	18.68	8.20	37.93	41.71	4.91	10.18	13.10	5.08	6.02	19.37	13.84	15.72	25.75	21.07	9.55	7.96	23.00
2	4.14	8.46	3.99	15.38	12.40	3.53	4.42	7.68	3.86	3.70	6.38	6.47	7.24	11.06	12.37	5.80	9.03	19.74
MEAN	-.96	-.48	-.97	.34	.38	-1.14	-.92	-.54	-1.10	-.90	-.47	-.47	-.41	-.05	-.13	-.56	-.38	.10
STDE	1.13	1.30	1.13	1.17	1.09	1.00	1.13	1.22	1.02	1.00	1.22	1.12	1.14	1.22	1.25	1.07	1.15	1.33
SKEW	.991	.423	.932	-.397	-.505	1.411	.998	.513	1.351	1.065	.384	.579	.508	.044	.187	.655	.392	.004
KURT	.170	-1.01	.007	-.800	-.487	1.785	.168	-.678	1.534	.973	-.934	-.400	-.574	-1.03	-1.03	-.058	-.363	-1.26
MEDI	-1.2	-.7	-1.2	.6	.6	-1.3	-1.1	-.7	-1.3	-1.0	-.7	-.7	-.6	-.1	-.3	-.7	-.4	.1
MODE	-2	-1	-2	1	1	-2	-1	-1	-2	-1	-1	-1	-1	-1	-1	-1	0	-1

POSITIVELY PHRASED LIKERT RQUESTIONS

(I.E., XXX IS EASY)
(MISSING VALS INCLUDED)

	RQ12 SRCH BY AUTH.	RQ14 SRCH BY CALL NUMB.	RQ16 REMEM BER COM- MANDS	RQ18 SCAN- NING THRU LONG DISP.	RQ20 REDUC ING RE- SULTS	RQ22 USING CODES OR ABREV	RQ23 ABREV ON SCRN.	RQ25 SRCH WITH TRUN- CATE	RQ27 REMEM BER EXACT ORDER	RQ29 UNDER STAND ING DISP SING.	RQ31 INTER RUPT DISP.	RQ33 KNOW WHATS INC- LUDED	RQ34 ORDER OF DISP. ITEMS	RQ39 AVAIL OF SIGNS ADE- QUATE
ABFR														
TOTA	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259	1259
-2	31	0	67	79	58	31	17	61	38	25	96	94	26	79
-1	60	0	176	227	173	96	51	131	141	38	162	254	74	131
0	109	0	187	172	230	208	169	253	200	85	130	231	162	171
1	367	0	286	301	254	309	452	205	301	427	267	178	417	354
2	390	0	191	148	124	192	226	107	146	313	180	76	204	115
8	44	0	85	59	125	124	44	196	130	27	83	83	30	55
9	258	0	267	273	295	299	300	306	303	344	341	343	346	354
99	0	1259	0	0	0	0	0	0	0	0	0	0	0	0
RELF														
TOTA	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
-2	2.46	0.0	5.32	6.27	4.61	2.46	1.35	4.85	3.02	1.99	7.63	7.47	2.07	6.27
-1	4.77	0.0	13.98	18.03	13.74	7.63	4.05	10.41	11.20	3.02	12.87	20.17	5.88	10.41
0	8.66	0.0	14.85	13.66	18.27	16.52	13.42	20.10	15.89	6.75	10.33	18.35	12.87	13.58
1	29.15	0.0	22.72	23.91	20.17	24.54	35.90	16.28	23.91	33.92	21.21	14.14	33.12	28.12
2	30.98	0.0	15.17	11.76	9.85	15.25	17.95	8.50	11.60	24.86	14.30	6.04	16.20	9.13
8	3.49	0.0	6.75	4.69	9.93	9.85	3.49	15.57	10.33	2.14	6.59	6.59	2.38	4.37
9	20.49	0.0	21.21	21.68	23.43	23.75	23.83	24.31	24.07	27.32	27.08	27.24	27.48	28.12
99	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

POSITIVELY PHRASED LIKERT RQUESTIONS
(I.E., XXX IS EASY)
(MISSING VALS EXCLUDED)

```
         RQ12     RQ14     RQ16     RQ18     RQ20     RQ22     RQ23     RQ25     RQ27     RQ29     RQ31     RQ33     RQ34     RQ39
         SRCH     SRCH     REMEM    SCAN-    REDUC    USING    ABREV    SRCH     REMEM    UNDER    INTER    KNOW     ORDER    AVAIL
         BY       BY       BER      NING     ING      CODES    ON       WITH     BER      STAND    RUPT     WHATS    OF       OF
         AUTH.    CALL     COM-     THRU     RE-      OR       SCRN.    TRUN-    EXACT    ING      DISP.    INC-     DISP.    SIGNS
                  NUMB     MANDS    LONG     SULTS    ABREV             CATE     ORDER    DISP              LUDED    ITEMS    ADE-
                                    DISP.                                                 SING.                               QUATE

ABFR

TOTA        957        M      907      927      839      836      915      757      826      888      835      833      883      850
  -2         31        M       67       79       58       31       17       61       38       25       96       94       26       79
  -1         60        M      176      227      173       96       51      131      141       38      162      254       74      131
   0        109        M      187      172      230      208      169      253      200       85      130      231      162      171
   1        367        M      286      301      254      309      452      205      301      427      267      178      417      354
   2        390        M      191      148      124      192      226      107      146      313      180       76      204      115

RELF

TOTA      100.0        M    100.0    100.0    100.0    100.0    100.0    100.0    100.0    100.0    100.0    100.0    100.0    100.0
  -2       3.24        M     7.39     8.52     6.91     3.71     1.86     8.06     4.60     2.82    11.50    11.28     2.94     9.29
  -1       6.27        M    19.40    24.49    20.62    11.48     5.57    17.31    17.07     4.28    19.40    30.49     8.38    15.41
   0      11.39        M    20.62    18.55    27.41    24.88    18.47    33.42    24.21     9.57    15.57    27.73    18.35    20.12
   1      38.35        M    31.53    32.47    30.27    36.96    49.40    27.08    36.44    48.09    31.98    21.37    47.23    41.65
   2      40.75        M    21.06    15.97    14.78    22.97    24.70    14.13    17.68    35.25    21.56     9.12    23.10    13.53

MEAN       1.07        M      .39      .23      .25      .64      .90      .22      .46     1.09      .33     -.13      .79      .35
STDE       1.03        M     1.22     1.22     1.15     1.07      .90     1.13     1.10      .93     1.32     1.15      .99     1.17
SKEW      -1.20        M    -.337    -.199    -.193    -.541    -.863    -.187    -.387    -1.33    -.353     .179    -.839    -.541
KURT      1.016        M    -.926    -1.06    -.813    -.337     .830    -.653    -.650    2.022    -1.08    -.815     .419    -.620
MEDI        1.3        M       .6       .4       .3       .8      1.0       .2       .6      1.2       .6      -.2       .9       .6
MODE          2        M        1        1        1        1        1        0        1        1        1       -1        1        1
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                           08/04/82       PAGE   81
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ43A     KEYBOARD CONFUSING

                                                  RELATIVE  ADJUSTED    CUM
                                        ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                    CODE    FREQ     (PCT)     (PCT)     (PCT)

YES                                 1.      46       3.7       5.5       5.5

NO                                  2.     797      63.3      94.5     100.0

                                    0.     416      33.0   MISSING     100.0
                                        ------    ------    ------
                                 TOTAL    1259     100.0     100.0

MEAN            1.945      STD ERR         0.008       MEDIAN          1.971
MODE            2.000      STD DEV         0.227       VARIANCE        0.052
KURTOSIS       13.471      SKEWNESS       -3.929       RANGE           1.000
MINIMUM         1.000      MAXIMUM         2.000

VALID CASES       843      MISSING CASES     416
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                08/04/82       PAGE   82
RECODED VARIABLES
FILE    FINAL    (CREATION DATE = 08/03/82)

RQ43B      GLARE ON SCREEN

                                                   RELATIVE  ADJUSTED    CUM
                                       ABSOLUTE      FREQ      FREQ     FREQ
CATEGORY LABEL                  CODE     FREQ       (PCT)     (PCT)    (PCT)

YES                               1.       96         7.6      11.4     11.4

NO                                2.      747        59.3      88.6    100.0

                                  0.      416        33.0   MISSING    100.0
                                        -------    -------   -------
                              TOTAL      1259       100.0     100.0

MEAN           1.886     STD ERR         0.011      MEDIAN         1.936
MODE           2.000     STD DEV         0.318      VARIANCE       0.101
KURTOSIS       3.940     SKEWNESS       -2.435      RANGE          1.000
MINIMUM        1.000     MAXIMUM         2.000

VALID CASES      843     MISSING CASES     416
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                              08/04/82         PAGE  83
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ43C     LETTERS EASY TO READ

                                                       RELATIVE  ADJUSTED    CUM
                                            ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                       CODE     FREQ      (PCT)     (PCT)     (PCT)

YES                                    1.      572       45.4      67.9      67.9

NO                                     2.      271       21.5      32.1     100.0

                                       0.      416       33.0   MISSING     100.0
                                            -------    -------   -------
                                    TOTAL     1259      100.0     100.0

MEAN            1.321     STD ERR        0.016       MEDIAN        1.237
MODE            1.000     STD DEV        0.467       VARIANCE      0.218
KURTOSIS       -1.417     SKEWNESS       0.766       RANGE         1.000
MINIMUM         1.000     MAXIMUM        2.000

VALID CASES       843     MISSING CASES    416
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                08/04/82        PAGE   84
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ43D     LIGHTING TOO BRIGHT

                                                 RELATIVE  ADJUSTED    CUM
                                       ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                  CODE     FREQ     ( PCT)    ( PCT)    ( PCT)

YES                               1.       88       7.0      10.4      10.4

NO                                2.      755      60.0      89.6     100.0

                                  0.      416      33.0    MISSING    100.0
                                       -------   -------   -------
                               TOTAL     1259     100.0     100.0

MEAN          1.896     STD ERR         0.011      MEDIAN          1.942
MODE          2.000     STD DEV         0.306      VARIANCE        0.094
KURTOSIS      4.731     SKEWNESS       -2.592      RANGE           1.000
MINIMUM       1.000     MAXIMUM         2.000

VALID CASES     843     MISSING CASES     416
```

```
RC43E     WRITING SPACE OK

                                                       RELATIVE  ADJUSTED    CUM
                                         ABSOLUTE        FREQ      FREQ      FREQ
CATEGORY LABEL                   CODE      FREQ         (PCT)     (PCT)     (PCT)

YES                                1.       303          24.1      35.9      35.9

NO                                 2.       540          42.9      64.1     100.0

                                   0.       416          33.0    MISSING    100.0
                                          ------        ------    ------
                                 TOTAL     1259         100.0     100.0

MEAN            1.641       STD ERR          0.017       MEDIAN          1.719
MODE            2.000       STD DEV          0.480       VARIANCE        0.231
KURTOSIS       -1.659       SKEWNESS        -0.587       RANGE           1.000
MINIMUM         1.000       MAXIMUM          2.000

VALID CASES       843       MISSING CASES     416
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82        PAGE   86
RECODED VARIABLES
FILE    FINAL    (CREATION DATE = 08/03/82)

RQ43F      NOISE DISTRACTING

                                                      RELATIVE  ADJUSTED    CUM
                                           ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                      CODE     FREQ      (PCT)     (PCT)     (PCT)

YES                                   1.       62        4.9       7.4       7.4

NO                                    2.      781       62.0      92.6     100.0

                                      0.      416       33.0   MISSING     100.0
                                           -------   -------   -------
                                   TOTAL     1259      100.0     100.0

MEAN            1.926     STD ERR        0.009      MEDIAN         1.960
MODE            2.000     STD DEV        0.261      VARIANCE       0.068
KURTOSIS        8.735     SKEWNESS      -3.273      RANGE          1.000
MINIMUM         1.000     MAXIMUM        2.000

VALID CASES       843     MISSING CASES    416
```

```
RQ43G     TABLE HEIGHT RIGHT

                                                 RELATIVE  ADJUSTED    CUM
                                      ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                  CODE    FREQ      (PCT)     (PCT)     (PCT)

YES                               1.      87        6.9      10.3      10.3

NO                                2.     756       60.0      89.7     100.0

                                  0.     416       33.0    MISSING    100.0
                                        ------    ------    ------
                               TOTAL    1259      100.0     100.0


MEAN            1.897      STD ERR        0.010      MEDIAN        1.942
MODE            2.000      STD DEV        0.304      VARIANCE      0.093
KURTOSIS        4.840      SKEWNESS      -2.613      RANGE         1.000
MINIMUM         1.000      MAXIMUM        2.000

VALID CASES       843      MISSING CASES    416
```

```
RECODED VARIABLES
FILE    FINAL    (CREATION DATE = 08/03/82)

RQ43H      PRINTER EASY TO USE

                                           RELATIVE  ADJUSTED     CUM
                                ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL          CODE      FREQ      (PCT)     (PCT)     (PCT)

NOT APPLICABLE           99.      1259      100.0    MISSING    100.0
                                 -------   -------   -------
                        TOTAL     1259      100.0     100.0

VALID CASES       0      MISSING CASES  1259
```

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CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                          08/04/82        PAGE   90
RECODED VARIABLES
FILE   FINAL     (CREATION DATE = 08/03/82)

GROUP RQUEST43  WHEN I USE THE COMPUTER CATALOG TERMINAL
     (VALUE TABULATED =      1)

                                                           PCT OF   PCT OF
DICHOTOMY LABEL                     NAME        COUNT   RESPONSES    CASES

KEYBOARD CONFUSING                  RQ43A          46        3.7      6.2

GLARE ON SCREEN                     RQ43B          96        7.7     12.9

LETTERS EASY TO READ                RQ43C         572       45.6     77.0

LIGHTING TOO BRIGHT                 RQ43D          88        7.0     11.8

WRITING SPACE OK                    RQ43E         303       24.2     40.8

NOISE DISTRACTING                   RQ43F          62        4.9      8.3

TABLE HEIGHT RIGHT                  RQ43G          87        6.9     11.7
                                              -------      -----    -----
                             TOTAL RESPONSES     1254      100.0    168.8

    516 MISSING CASES          743 VALID CASES
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                         08/04/82        PAGE   91
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP RQUEST44  ADDITIONAL SYSTEM FEATURES DESIRED:
     (VALUE TABULATED =      1)

                                                             PCT OF   PCT OF
DICHOTOMY LABEL                          NAME        COUNT  RESPONSES  CASES

LIMIT BY DATE OF PUB                     RQ44D         162       5.2     18.5

LIMIT BY LANGUAGE                        RQ44E         180       5.8     20.6

JOURNAL TITLE ABBRV                      RQ44F         230       7.4     26.3

CHANGE DISPLAY ORDER                     RQ44G         115       3.7     13.2

VIEW RELATED WORDS                       RQ44H         501      16.1     57.3

SRCH FOR ILLUS & BIBL                    RQ44I         169       5.4     19.3

SRCH BY CALL NUMBER                      RQ44J         179       5.8     20.5

PRINT SEARCH RESULTS                     RQ44K         398      12.8     45.5

SRCH CONTENTS-INDEX                      RQ44L         431      13.9     49.3

IF BOOK CHECKED OUT                      RQ44M         498      16.0     57.0

LIB LOCATION OF BOOK                     RQ44N         213       6.9     24.4

NONE                                     RQ44O          28       0.9      3.2
                                                   -------     -----    -----
                                TOTAL RESPONSES       3104     100.0    355.1

    385 MISSING CASES          874 VALID CASES
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                08/04/82        PAGE   92
RECODED VARIABLES
FILE    FINAL    (CREATION DATE = 08/03/82)

GROUP RQUEST45  COMPUTER CAT SERVICE IMPROVEMENTS DESIRE
     (VALUE TABULATED =      1)

                                                                PCT OF   PCT OF
DICHOTOMY LABEL                         NAME        COUNT     RESPONSES   CASES

MORE TERMINALS                          RQ45A         565        27.9      63.6

TERMS IN OTHER LOCAT                    RQ45B         328        16.2      36.9

TERMS OUTSIDE LIBR                      RQ45C         317        15.6      35.7

COMMAND CHART POSTED                    RQ45D         273        13.5      30.7

MANUAL AT TERMINAL                      RQ45E         150         7.4      16.9

MANUAL FOR PURCHASE                     RQ45F          92         4.5      10.3

TRAINING SESSIONS                       RQ45G         102         5.0      11.5

A-V TRAINING PROGR                      RQ45H          83         4.1       9.3

NONE                                    RQ45I         116         5.7      13.0
                                                  -------       -----     -----
                                TOTAL RESPONSES      2026       100.0     227.9

    370 MISSING CASES         889 VALID CASES
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                      08/04/82          PAGE   93
RECODED VARIABLES
FILE    FINAL     (CREATION DATE = 08/03/82)

GROUP RQUEST46  ADDITIONAL KINDS OF MATERIALS DESIRED:
     (VALUE TABULATED =      1)

                                                                       PCT OF   PCT OF
DICHOTOMY LABEL                          NAME         COUNT   RESPONSES   CASES

DISSERTATIONS                            RQ46A          308      10.7      34.5

MOTION PICTURE FILMS                     RQ46B          218       7.6      24.4

GOV PUBLICATIONS                         RQ46C          331      11.5      37.1

JOURNAL TITLES                           RQ46D          571      19.8      64.0

MAPS                                     RQ46E          118       4.1      13.2

MANUSCRIPTS                              RQ46F           96       3.3      10.8

MUSIC SCORES                             RQ46G          120       4.2      13.5

NEWSPAPERS                               RQ46H          311      10.8      34.9

RECORDS OR TAPES                         RQ46I          205       7.1      23.0

TECHNICAL REPORTS                        RQ46J          221       7.7      24.8

MORE OLDER BOOKS                         RQ46K          353      12.2      39.6

NONE                                     RQ46L           33       1.1       3.7
                                                   --------     -----     -----
                                 TOTAL RESPONSES       2885     100.0     323.4

    367 MISSING CASES          892 VALID CASES
```

```
RQ48       I COME TO THIS LIBRARY

                                                      RELATIVE  ADJUSTED    CUM
                                           ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                    CODE       FREQ      (PCT)     (PCT)     (PCT)

DAILY                               1.        376       29.9      42.3      42.3

WEEKLY                              2.        381       30.3      42.9      85.2

MONTHLY                             3.         78        6.2       8.8      94.0

4 TIMES YEAR                        4.         25        2.0       2.8      96.8

ONCE A  YEAR                        5.         11        0.9       1.2      98.1

NOT BEFORE TODAY                    6.         17        1.4       1.9     100.0

                                    0.        371       29.5   MISSING     100.0
                                           ------     ------    ------
                                  TOTAL      1259      100.0     100.0


MEAN            1.834      STD ERR        0.034      MEDIAN        1.678
MODE            2.000      STD DEV        1.008      VARIANCE      1.015
KURTOSIS        4.805      SKEWNESS       1.920      RANGE         5.000
MINIMUM         1.000      MAXIMUM        6.000

VALID CASES       888      MISSING CASES    371
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                  08/04/82        PAGE   96
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ49      I USE THIS COMPUTER CATALOG

                                              RELATIVE  ADJUSTED     CUM
                                     ABSOLUTE    FREQ      FREQ     FREQ
CATEGORY LABEL                 CODE    FREQ     (PCT)     (PCT)    (PCT)

EVERY    VISIT                   1.     123       9.8      13.9     13.9

MOST    VISITS                   2.     302      24.0      34.1     48.0

OCCASIONALLY                     3.     315      25.0      35.6     83.6

RARELY                           4.      64       5.1       7.2     90.8

NOT BEFORE TODAY                 5.      81       6.4       9.2    100.0

                                 0.     374      29.7   MISSING    100.0
                                      -------   -------   -------
                              TOTAL    1259     100.0     100.0

MEAN          2.636     STD ERR        0.037     MEDIAN        2.556
MODE          3.000     STD DEV        1.098     VARIANCE      1.205
KURTOSIS     -0.116     SKEWNESS       0.541     RANGE         4.000
MINIMUM       1.000     MAXIMUM        5.000

VALID CASES     885     MISSING CASES    374
```

```
RQ50       I USE LIB'S BK CRD OR MICRO CAT

                                              RELATIVE  ADJUSTED    CUM
                                   ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL              CODE     FREQ      (PCT)     (PCT)     (PCT)

EVERY   VISIT                 1.      146       11.6      16.6      16.6

MOST    VISITS                2.      259       20.6      29.4      46.0

OCCASIONALLY                  3.      334       26.5      38.0      84.0

RARELY                        4.       98        7.8      11.1      95.1

NOT BEFORE TODAY              5.       43        3.4       4.9     100.0

                              0.      379       30.1   MISSING     100.0
                                   ------     ------    ------
                           TOTAL     1259      100.0     100.0

MEAN           2.583    STD ERR        0.035      MEDIAN         2.605
MODE           3.000    STD DEV        1.045      VARIANCE       1.092
KURTOSIS      -0.302    SKEWNESS       0.280      RANGE          4.000
MINIMUM        1.000    MAXIMUM        5.000

VALID CASES      880    MISSING CASES    379
```

```
RQ51       I USE ANOTHER COMPUTER SYSTEM

                                                        RELATIVE  ADJUSTED     CUM
                                             ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                        CODE     FREQ      (PCT)     (PCT)     (PCT)

DAILY                                   1.      124        9.8      14.0      14.0

WEEKLY                                  2.      178       14.1      20.1      34.1

MONTHLY                                 3.       99        7.9      11.2      45.3

4 TIMES A YEAR                          4.      111        8.8      12.5      57.9

ONCE A  YEAR                            5.       70        5.6       7.9      65.8

NEVER                                   6.      303       24.1      34.2     100.0

                                        0.      374       29.7   MISSING     100.0
                                              ------    ------    ------
                                     TOTAL     1259      100.0     100.0

MEAN            3.829      STD ERR          0.064        MEDIAN          3.874
MODE            6.000      STD DEV          1.898        VARIANCE        3.601
KURTOSIS       -1.531      SKEWNESS        -0.123        RANGE           5.000
MINIMUM         1.000      MAXIMUM          6.000

VALID CASES       885      MISSING CASES    374
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                  08/04/82        PAGE   99
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ52       HEARD ABOUT COMPUTER CAT FROM

                                                  RELATIVE  ADJUSTED    CUM
                                        ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                   CODE     FREQ     (PCT)     (PCT)     (PCT)

NOTICED TERM IN LIB                1.      712      56.6      81.0      81.0

LIBRARY TOUR                       2.       37       2.9       4.2      85.2

ARTICLE-ANNOUNCE                   3.       16       1.3       1.8      87.0

INSTRUCTOR                         4.       21       1.7       2.4      89.4

FRIEND - FAMILY                    5.       67       5.3       7.6      97.0

LIBRARY STAFF                      6.       26       2.1       3.0     100.0

                                   0.      380      30.2   MISSING     100.0
                                        ------    ------    ------
                                TOTAL     1259     100.0     100.0

MEAN            1.603    STD ERR        0.047     MEDIAN         1.117
MODE            1.000    STD DEV        1.388     VARIANCE       1.928
KURTOSIS        3.005    SKEWNESS       2.140     RANGE          5.000
MINIMUM         1.000    MAXIMUM        6.000

VALID CASES       879    MISSING CASES    380
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                       08/04/82        PAGE  101
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP RQUEST53   I LEARNED HOW TO USE THIS COMP CAT:
     (VALUE TABULATED =      1)

                                                                    PCT OF   PCT OF
DICHOTOMY LABEL                          NAME         COUNT  RESPONSES    CASES

FROM A FRIEND                            RQ53A           73        6.2      8.3

BY PRINTED INSTR                         RQ53B          274       23.3     31.0

BY INSTR ON TERMINAL                     RQ53C          498       42.4     56.4

FROM LIBRARY STAFF                       RQ53D           48        4.1      5.4

FROM LIBRARY COURSE                      RQ53E           18        1.5      2.0

BY MYSELF                                RQ53G          264       22.5     29.9
                                                    -------      -----    -----
                                  TOTAL RESPONSES      1175      100.0    133.1

    376 MISSING CASES           883 VALID CASES
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                        08/04/82        PAGE  103
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ54      MY AGE GROUP IS

                                                       RELATIVE   ADJUSTED     CUM
                                            ABSOLUTE     FREQ       FREQ       FREQ
CATEGORY LABEL                      CODE      FREQ      (PCT)      (PCT)      (PCT)

14 AND  UNDER                         1.        15        1.2        1.7        1.7

15 - 19 YEARS                         2.       207       16.4       23.4       25.1

20 - 24 YEARS                         3.       415       33.0       46.8       71.9

25 - 34 YEARS                         4.       167       13.3       18.8       90.7

35 - 44 YEARS                         5.        48        3.8        5.4       96.2

45 - 54 YEARS                         6.        15        1.2        1.7       97.9

55 - 64 YEARS                         7.         7        0.6        0.8       98.6

65 AND  OVER                          8.        12        1.0        1.4      100.0

                                      0.       373       29.6    MISSING      100.0
                                             ------     ------     ------
                                    TOTAL     1259      100.0      100.0

VALID CASES      886      MISSING CASES    373
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                    08/04/82        PAGE  104
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ55      SEX

                                                 RELATIVE  ADJUSTED    CUM
                                      ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL                 CODE     FREQ      (PCT)     (PCT)     (PCT)

FEMALE                           1.      290       23.0      33.1      33.1

MALE                             2.      587       46.6      66.9     100.0

                                 0.      382       30.3    MISSING    100.0
                                       -------    ------    ------
                              TOTAL     1259      100.0     100.0

VALID CASES     877      MISSING CASES   382
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                    08/04/82        PAGE  105
RECODED VARIABLES
FILE    FINAL     (CREATION DATE = 08/03/82)

RQ56       CURRENT OR HIGHEST GRADE COMPLETED

                                                       RELATIVE  ADJUSTED    CUM
                                              ABSOLUTE   FREQ      FREQ      FREQ
CATEGORY LABEL                          CODE    FREQ     (PCT)     (PCT)     (PCT)

GRADE    SCHOOL                           1.      23       1.8       2.6       2.6

HIGH     SCHOOL                           2.      43       3.4       4.9       7.4

SOME     COLLEGE                          3.     527      41.9      59.5      66.9

COLLEGE GRADUATE                          4.     293      23.3      33.1     100.0

                                          0.     373      29.6   MISSING     100.0
                                              ------    ------    ------
                                       TOTAL    1259     100.0     100.0

VALID CASES      886       MISSING CASES    373
```

```
RQ57       MY ACADEMIC AREA IS

                                                RELATIVE  ADJUSTED    CUM
                                     ABSOLUTE     FREQ      FREQ      FREQ
CATEGORY LABEL              CODE       FREQ      (PCT)     (PCT)     (PCT)

ART AND HUMANITIES            1.        214       17.0      24.2      24.2

PHYS-BIO SCIENCES             2.        201       16.0      22.7      46.9

SOCIAL  SCIENCES              3.        171       13.6      19.3      66.2

BUSINESS-MANAGEMENT           4.         42        3.3       4.7      71.0

EDUCATION                     5.         18        1.4       2.0      73.0

ENGINEERING                   6.        125        9.9      14.1      87.1

MEDICAL-HEALTH SCIEN          7.         51        4.1       5.8      92.9

LAW                           8.         26        2.1       2.9      95.8

MAJOR UNDECLARED              9.         35        2.8       4.0      99.8

INTERDISCIPLINARY            10.          2        0.2       0.2     100.0

                              0.        374       29.7   MISSING     100.0
                                     ------     ------    ------
                           TOTAL       1259      100.0     100.0

VALID CASES      885       MISSING CASES    374
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                        08/04/82       PAGE  108
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

GROUP RQUEST58  THE MAIN FOCUS OF MY ACADEMIC WORK IS:
     (VALUE TABULATED =      1)

                                                             PCT OF   PCT OF
DICHOTOMY LABEL                          NAME        COUNT  RESPONSES  CASES

COURSE WORK                              RQ58A         622      62.4     71.4

TEACHING                                 RQ58B          65       6.5      7.5

RESEARCH                                 RQ58C         310      31.1     35.6
                                                   -------     -----    -----
                                 TOTAL RESPONSES       997     100.0    114.5

    388 MISSING CASES          871 VALID CASES
```

```
CLR USER QUESTIONNAIRE: FREQUENCIES FOR UNIV OF CALIF                                   08/04/82        PAGE  110
RECODED VARIABLES
FILE   FINAL    (CREATION DATE = 08/03/82)

RQ59      PRESENT AFFILIATION

                                                RELATIVE   ADJUSTED    CUM
                                      ABSOLUTE    FREQ       FREQ      FREQ
CATEGORY LABEL                 CODE     FREQ     (PCT)      (PCT)     (PCT)

FRESHMAN-SOPHOMORE               1.      202      16.0       23.2      23.2

JUNIOR--SENIOR                   2.      340      27.0       39.0      62.2

GRADUATE-MASTERS LEV             3.       56       4.4        6.4      68.6

GRADUATE-DOCTORAL LE             4.       66       5.2        7.6      76.1

GRADUATE-PROFESSIONA             5.       17       1.4        1.9      78.1

FACULTY                          6.       28       2.2        3.2      81.3

STAFF                            7.       23       1.8        2.6      83.9

OTHER   STATUS                   8.      140      11.1       16.1     100.0

                                 0.      387      30.7    MISSING     100.0
                                       ------    ------     ------
                              TOTAL     1259     100.0      100.0

VALID CASES     872      MISSING CASES   387
```

Appendix C

CAMPUS RESPONSES TO THE UNIVERSITY OF CALIFORNIA ONLINE QUESTIONNAIRE

This appendix includes computer listings of questionnaire data from the Statistical Package for the Social Sciences (SPSS). Page numbering in this appendix is that of the original computer listings, and does not correspond to the numbering for the report as a whole. Page references in the text are to the internal numbers in this appendix. The following pages, consisting of SPSS computing messages, have been omitted: 1, 3-11, 13, 19, 23, 25, 28, 61, 69, 75, 77, 84, 86.

```
LIBRARY LOCATION XTABS                                                    04/20/83      PAGE    2
FILE   FINAL    (CREATION DATE = 08/03/82)

LIBSYS    LIBRARY SYSTEM

                                                RELATIVE  ADJUSTED    CUM
                                      ABSOLUTE    FREQ      FREQ      FREQ
CATEGORY LABEL                 CODE     FREQ     (PCT)     (PCT)     (PCT)

UNIV OF CALIF                   DLA     1259     100.0     100.0     100.0
                                      -------   ------    ------
                              TOTAL     1259     100.0     100.0

VALID CASES     1259      MISSING CASES     0
```

```
LIBRARY LOCATION XTABS                                                                04/20/83        PAGE   12

FILE   FINAL    (CREATION DATE = 08/03/82)

TERMLOC2

                                                     RELATIVE  ADJUSTED     CUM
                                          ABSOLUTE     FREQ      FREQ       FREQ
CATEGORY LABEL                     CODE     FREQ      (PCT)     (PCT)      (PCT)

BERKELEY                             1.      224       17.8      18.5       18.5

DAVIS                                2.      142       11.3      11.7       30.1

IRVINE                               3.       60        4.8       4.9       35.1

LA                                   4.      184       14.6      15.2       50.2

RIVERSIDE                            5.       65        5.2       5.4       55.6

SANTA BARBARA                        6.      153       12.2      12.6       68.2

SANTA CRUZ                           7.       82        6.5       6.8       75.0

SAN DIEGO                            8.      286       22.7      23.6       98.5

SAN FRANCISCO                        9.       18        1.4       1.5      100.0

                                     0.       45        3.6    MISSING     100.0
                                          ------     ------    ------
                                  TOTAL     1259      100.0     100.0

VALID CASES     1214       MISSING CASES     45
```

```
LIBRARY LOCATION XTABS                                                  04/20/83        PAGE   14

FILE    FINAL     (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST1  (TABULATING     1) I CAME TO THE SEARCH WITH:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE    1 OF    1

                         TERMLOC2

                COUNT   IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
              ROW PCT   I                                       E        RBARA    UZ       O        CISCO       ROW
              COL PCT   I                                                                                     TOTAL
                        I       1 I       2 I       3 I       4 I       5 I       6 I       7 I       8 I       9 I
RQUEST1        ---------+--------+--------+--------+--------+--------+--------+--------+--------+--------I
           RQ1A         I    84  I    37  I    18  I    47  I    18  I    53  I    34  I    79  I     5  I    375
  COMPLETE AUTHOR       I  22.4  I   9.9  I   4.8  I  12.5  I   4.8  I  14.1  I   9.1  I  21.1  I   1.3  I   34.9
                        I  42.6  I  29.6  I  34.6  I  29.6  I  31.0  I  37.6  I  45.3  I  31.7  I  27.8  I
                        I--------+--------+--------+--------+--------+--------+--------+--------+--------I
           RQ1B         I    30  I    14  I     9  I    18  I     6  I    21  I     5  I    26  I     4  I    133
  PART AUTHOR'S NAME    I  22.6  I  10.5  I   6.8  I  13.5  I   4.5  I  15.8  I   3.8  I  19.5  I   3.0  I   12.4
                        I  15.2  I  11.2  I  17.3  I  11.3  I  10.3  I  14.9  I   6.7  I  10.4  I  22.2  I
                        I--------+--------+--------+--------+--------+--------+--------+--------+--------I
           RQ1C         I    51  I    32  I    12  I    40  I    12  I    50  I    22  I    63  I     4  I    286
  COMPLETE TITLE        I  17.8  I  11.2  I   4.2  I  14.0  I   4.2  I  17.5  I   7.7  I  22.0  I   1.4  I   26.6
                        I  25.9  I  25.6  I  23.1  I  25.2  I  20.7  I  35.5  I  29.3  I  25.3  I  22.2  I
                        I--------+--------+--------+--------+--------+--------+--------+--------+--------I
           RQ1D         I    23  I    11  I     4  I    13  I     6  I    14  I     2  I    27  I     4  I    104
  PART TITLE            I  22.1  I  10.6  I   3.8  I  12.5  I   5.8  I  13.5  I   1.9  I  26.0  I   3.8  I    9.7
                        I  11.7  I   8.8  I   7.7  I   8.2  I  10.3  I   9.9  I   2.7  I  10.8  I  22.2  I
                        I--------+--------+--------+--------+--------+--------+--------+--------+--------I
           RQ1E         I    65  I    40  I    20  I    56  I    13  I    50  I    27  I    92  I     4  I    367
  TOPIC WORD OR WORDS   I  17.7  I  10.9  I   5.4  I  15.3  I   3.5  I  13.6  I   7.4  I  25.1  I   1.1  I   34.2
                        I  33.0  I  32.0  I  38.5  I  35.2  I  22.4  I  35.5  I  36.0  I  36.9  I  22.2  I
                        I--------+--------+--------+--------+--------+--------+--------+--------+--------I
           RQ1F         I    79  I    68  I    32  I    77  I    33  I    60  I    41  I   131  I     7  I    528
  SUBJECT HEADING       I  15.0  I  12.9  I   6.1  I  14.6  I   6.3  I  11.4  I   7.8  I  24.8  I   1.3  I   49.2
                        I  40.1  I  54.4  I  61.5  I  48.4  I  56.9  I  42.6  I  54.7  I  52.6  I  38.9  I
                        I--------+--------+--------+--------+--------+--------+--------+--------+--------I
           RQ1G         I     4  I     1  I     5  I     1  I     0  I     3  I     0  I     7  I     0  I     21
  COMPLETE CALL NUMBER  I  19.0  I   4.8  I  23.8  I   4.8  I   0.0  I  14.3  I   0.0  I  33.3  I   0.0  I    2.0
                        I   2.0  I   0.8  I   9.6  I   0.6  I   0.0  I   2.1  I   0.0  I   2.8  I   0.0  I
                        I--------+--------+--------+--------+--------+--------+--------+--------+--------I
           RQ1H         I     4  I     0  I     1  I     0  I     2  I     2  I     0  I     4  I     1  I     14
  PART CALL NUMBER      I  28.6  I   0.0  I   7.1  I   0.0  I  14.3  I  14.3  I   0.0  I  28.6  I   7.1  I    1.3
                        I   2.0  I   0.0  I   1.9  I   0.0  I   3.4  I   1.4  I   0.0  I   1.6  I   5.6  I
                        I--------+--------+--------+--------+--------+--------+--------+--------+--------I
               COLUMN       197      125       52      159       58      141       75      249       18      1074
                TOTAL      18.3     11.6      4.8     14.8      5.4     13.1      7.0     23.2      1.7     100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   1074 VALID CASES           185 MISSING CASES
```

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LIBRARY LOCATION XTABS                                               04/20/83      PAGE   15

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST2  (TABULATING      1) IN THIS SEARCH I WAS TRYING TO FIND:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                       TERMLOC2

                 COUNT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
               ROW PCT I                                    E        RBARA    UZ       O        CISCO      ROW
               COL PCT I                                                                                   TOTAL
                       I     1  I     2  I     3  I     4  I     5  I     6  I     7  I     8  I     9  I
RQUEST2        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           RQ2A        I    84  I    38  I    17  I    50  I    21  I    51  I    25  I    86  I     6  I    378
  SPECIFIC BOOK ETC    I  22.2  I  10.1  I   4.5  I  13.2  I   5.6  I  13.5  I   6.6  I  22.8  I   1.6  I   36.1
                       I  44.0  I  30.9  I  35.4  I  32.7  I  36.2  I  36.7  I  35.2  I  35.0  I  33.3  I
                       I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           RQ2B        I    97  I    86  I    34  I    93  I    35  I    85  I    44  I   143  I     9  I    626
  BOOKS ON TOPIC       I  15.5  I  13.7  I   5.4  I  14.9  I   5.6  I  13.6  I   7.0  I  22.8  I   1.4  I   59.8
                       I  50.8  I  69.9  I  70.8  I  60.8  I  60.3  I  61.2  I  62.0  I  58.1  I  50.0  I
                       I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           RQ2C        I    56  I    26  I    10  I    29  I    14  I    37  I    19  I    56  I     6  I    253
  BOOKS BY SPEC AUTHOR I  22.1  I  10.3  I   4.0  I  11.5  I   5.5  I  14.6  I   7.5  I  22.1  I   2.4  I   24.2
                       I  29.3  I  21.1  I  20.8  I  19.0  I  24.1  I  26.6  I  26.8  I  22.8  I  33.3  I
                       I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           RQ2D        I    13  I     2  I     4  I     9  I     1  I     2  I     3  I     8  I     0  I     42
  PUB-DATE-SPELLING    I  31.0  I   4.8  I   9.5  I  21.4  I   2.4  I   4.8  I   7.1  I  19.0  I   0.0  I    4.0
                       I   6.8  I   1.6  I   8.3  I   5.9  I   1.7  I   1.4  I   4.2  I   3.3  I   0.0  I
                       I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           RQ2E        I    17  I    11  I     6  I    20  I     7  I    20  I     9  I    27  I     2  I    119
  IF BOOK IS AVAILABLE I  14.3  I   9.2  I   5.0  I  16.8  I   5.9  I  16.8  I   7.6  I  22.7  I   1.7  I   11.4
                       I   8.9  I   8.9  I  12.5  I  13.1  I  12.1  I  14.4  I  12.7  I  11.0  I  11.1  I
                       I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           RQ2F        I    22  I     7  I     7  I    15  I     7  I    15  I     9  I    24  I     2  I    108
  OTHER LIBRARY W BOOK I  20.4  I   6.5  I   6.5  I  13.9  I   6.5  I  13.9  I   8.3  I  22.2  I   1.9  I   10.3
                       I  11.5  I   5.7  I  14.6  I   9.8  I  12.1  I  10.8  I  12.7  I   9.8  I  11.1  I
                       I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                COLUMN     191      123       48      153       58      139       71      246       18     1047
                 TOTAL    18.2     11.7      4.6     14.6      5.5     13.3      6.8     23.5      1.7    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   1047 VALID CASES         212 MISSING CASES
```

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LIBRARY LOCATION XTABS                                                        04/20/83      PAGE   16

FILE    FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST3  (TABULATING     1) I SEARCHED FOR WHAT I WANTED BY:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE    1 OF    1

                       TERMLOC2

               COUNT   IBERKELEY  DAVIS     IRVINE    LA        RIVERSID  SANTA BA  SANTA CR  SAN DIEG  SAN FRAN
               ROW PCT I                                        E         RBARA     UZ        O         CISCO        ROW
               COL PCT I                                                                                            TOTAL
                       I       1 I       2 I       3 I       4 I       5 I       6 I       7 I       8 I       9 I
RQUEST3        --------I---------I---------I---------I---------I---------I---------I---------I---------I---------I
            RQ3A       I      70 I      35 I      18 I      45 I      18 I      45 I      28 I      72 I       4 I   335
  COMPLETE AUTHOR      I    20.9 I    10.4 I     5.4 I    13.4 I     5.4 I    13.4 I     8.4 I    21.5 I     1.2 I  32.6
                       I    38.3 I    28.7 I    36.7 I    29.8 I    31.0 I    32.4 I    38.9 I    30.5 I    23.5 I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
            RQ3B       I      38 I      13 I       9 I      17 I       8 I      27 I       9 I      27 I       5 I   153
  PART AUTHOR'S NAME   I    24.8 I     8.5 I     5.9 I    11.1 I     5.2 I    17.6 I     5.9 I    17.6 I     3.3 I  14.9
                       I    20.8 I    10.7 I    18.4 I    11.3 I    13.8 I    19.4 I    12.5 I    11.4 I    29.4 I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
            RQ3C       I      42 I      30 I       9 I      35 I      16 I      47 I      19 I      53 I       5 I   256
  COMPLETE TITLE       I    16.4 I    11.7 I     3.5 I    13.7 I     6.3 I    18.4 I     7.4 I    20.7 I     2.0 I  24.9
                       I    23.0 I    24.6 I    18.4 I    23.2 I    27.6 I    33.8 I    26.4 I    22.5 I    29.4 I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
            RQ3D       I      23 I      16 I       7 I      12 I       7 I      17 I       4 I      24 I       2 I   112
  PART TITLE           I    20.5 I    14.3 I     6.3 I    10.7 I     6.3 I    15.2 I     3.6 I    21.4 I     1.8 I  10.9
                       I    12.6 I    13.1 I    14.3 I     7.9 I    12.1 I    12.2 I     5.6 I    10.2 I    11.8 I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
            RQ3E       I      62 I      42 I      24 I      62 I      19 I      51 I      22 I      88 I       5 I   375
  TOPIC WORD OR WORDS  I    16.5 I    11.2 I     6.4 I    16.5 I     5.1 I    13.6 I     5.9 I    23.5 I     1.3 I  36.5
                       I    33.9 I    34.4 I    49.0 I    41.1 I    32.8 I    36.7 I    30.6 I    37.3 I    29.4 I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
            RQ3F       I      75 I      62 I      33 I      73 I      31 I      64 I      36 I     114 I       7 I   495
  SUBJECT HEADINGS     I    15.2 I    12.5 I     6.7 I    14.7 I     6.3 I    12.9 I     7.3 I    23.0 I     1.4 I  48.2
                       I    41.0 I    50.8 I    67.3 I    48.3 I    53.4 I    46.0 I    50.0 I    48.3 I    41.2 I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               COLUMN        183       122        49       151        58       139        72       236        17    1027
                TOTAL       17.8      11.9       4.8      14.7       5.6      13.5       7.0      23.0       1.7   100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   1027 VALID CASES          232 MISSING CASES
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LIBRARY LOCATION XTABS                                                    04/20/83      PAGE   17

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * * *
   RQUEST4  (TABULATING     1) I NEED THIS INFORMATION FOR:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   2

                TERMLOC2

           COUNT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
         ROW PCT I                                    E        RBARA    UZ       O        CISCO      ROW
         COL PCT I                                                                                   TOTAL
                 I     1  I     2  I     3  I     4  I     5  I     6  I     7  I     8  I     9  I
RQUEST4         --------I--------I--------I--------I--------I--------I--------I--------I--------I
         RQ4A    I    22  I    18  I    13  I    29  I     8  I    20  I    10  I    54  I     2  I    176
  RECREATIONAL USES I 12.5  I  10.2  I   7.4  I  16.5  I   4.5  I  11.4  I   5.7  I  30.7  I   1.1  I   17.0
                 I  11.9  I  14.5  I  26.0  I  19.2  I  14.3  I  14.4  I  13.7  I  22.7  I  11.8  I
                 I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         RQ4B    I     7  I     4  I     1  I     3  I     1  I     4  I     0  I    13  I     1  I     34
  MAKE-FIX SOMETHING I 20.6 I  11.8  I   2.9  I   8.8  I   2.9  I  11.8  I   0.0  I  38.2  I   2.9  I    3.3
                 I   3.8  I   3.2  I   2.0  I   2.0  I   1.8  I   2.9  I   0.0  I   5.5  I   5.9  I
                 I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         RQ4C    I    24  I    14  I     6  I    26  I     4  I    16  I     6  I    21  I     9  I    126
  WORK OR JOB    I  19.0  I  11.1  I   4.8  I  20.6  I   3.2  I  12.7  I   4.8  I  16.7  I   7.1  I   12.2
                 I  13.0  I  11.3  I  12.0  I  17.2  I   7.1  I  11.5  I   8.2  I   8.8  I  52.9  I
                 I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         RQ4D    I    55  I    31  I    17  I    36  I    17  I    38  I    20  I    70  I     5  I    289
  PERSONAL INTEREST I 19.0  I  10.7  I   5.9  I  12.5  I   5.9  I  13.1  I   6.9  I  24.2  I   1.7  I   28.0
                 I  29.7  I  25.0  I  34.0  I  23.8  I  30.4  I  27.3  I  27.4  I  29.4  I  29.4  I
                 I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         RQ4E    I    20  I    10  I    11  I    14  I     7  I     9  I     7  I    26  I     2  I    106
  HOBBY          I  18.9  I   9.4  I  10.4  I  13.2  I   6.6  I   8.5  I   6.6  I  24.5  I   1.9  I   10.3
                 I  10.8  I   8.1  I  22.0  I   9.3  I  12.5  I   6.5  I   9.6  I  10.9  I  11.8  I
                 I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         RQ4F    I    52  I    28  I    19  I    46  I    18  I    32  I    25  I    68  I     5  I    293
  CLASS-COURSE READING I 17.7 I 9.6  I   6.5  I  15.7  I   6.1  I  10.9  I   8.5  I  23.2  I   1.7  I   28.4
                 I  28.1  I  22.6  I  38.0  I  30.5  I  32.1  I  23.0  I  34.2  I  28.6  I  29.4  I
                 I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         RQ4G    I    65  I    60  I    17  I    48  I    26  I    52  I    30  I    99  I     4  I    401
  COURSE PAPER-REPORT I 16.2 I 15.0  I   4.2  I  12.0  I   6.5  I  13.0  I   7.5  I  24.7  I   1.0  I   38.8
                 I  35.1  I  48.4  I  34.0  I  31.8  I  46.4  I  37.4  I  41.1  I  41.6  I  23.5  I
                 I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         RQ4H    I    25  I     9  I     6  I    15  I     6  I    23  I     9  I    17  I     3  I    113
  THESIS-DISSERTATION I 22.1 I  8.0  I   5.3  I  13.3  I   5.3  I  20.4  I   8.0  I  15.0  I   2.7  I   10.9
                 I  13.5  I   7.3  I  12.0  I   9.9  I  10.7  I  16.5  I  12.3  I   7.1  I  17.6  I
                 I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          COLUMN     185      124       50      151       56      139       73      238       17     1033
           TOTAL    17.9     12.0      4.8     14.6      5.4     13.5      7.1     23.0      1.6    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)
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LIBRARY LOCATION XTABS                                                        04/20/83         PAGE   18

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST4  (TABULATING     1) I NEED THIS INFORMATION FOR:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   2 OF   2

                           TERMLOC2

                     COUNT IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
                   ROW PCT I                                       E        RBARA    UZ       O        CISCO        ROW
                   COL PCT I                                                                                       TOTAL
                           I     1   I     2   I     3   I     4   I     5   I     6   I     7   I     8   I     9   I
RQUEST4            --------I---------I---------I---------I---------I---------I---------I---------I---------I---------I
                 RQ4I      I    19   I    10   I     6   I     7   I     5   I    11   I     3   I    14   I     4   I     79
  PUBLICATION              I  24.1   I  12.7   I   7.6   I   8.9   I   6.3   I  13.9   I   3.8   I  17.7   I   5.1   I    7.6
                           I  10.3   I   8.1   I  12.0   I   4.6   I   8.9   I   7.9   I   4.1   I   5.9   I  23.5   I
                           I---------I---------I---------I---------I---------I---------I---------I---------I---------I
                 RQ4J      I    10   I     1   I     4   I    10   I     1   I     9   I     6   I     4   I     2   I     47
  TEACHING A COURSE        I  21.3   I   2.1   I   8.5   I  21.3   I   2.1   I  19.1   I  12.8   I   8.5   I   4.3   I    4.5
                           I   5.4   I   0.8   I   8.0   I   6.6   I   1.8   I   6.5   I   8.2   I   1.7   I  11.8   I
                           I---------I---------I---------I---------I---------I---------I---------I---------I---------I
                 RQ4K      I    24   I    18   I    10   I    24   I     5   I    24   I     9   I    33   I     6   I    153
  KEEP UP ON TOPIC         I  15.7   I  11.8   I   6.5   I  15.7   I   3.3   I  15.7   I   5.9   I  21.6   I   3.9   I   14.8
                           I  13.0   I  14.5   I  20.0   I  15.9   I   8.9   I  17.3   I  12.3   I  13.9   I  35.3   I
                           I---------I---------I---------I---------I---------I---------I---------I---------I---------I
                    COLUMN      185       124        50       151        56       139        73       238        17      1033
                     TOTAL     17.9      12.0       4.8      14.6       5.4      13.5       7.1      23.0       1.6     100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   1033 VALID CASES          226 MISSING CASES
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LIBRARY LOCATION XTABS                                                 04/20/83      PAGE   20

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   RQ5       IN THIS SEARCH I FOUND                         BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE  1 OF  1

                  TERMLOC2
           COUNT  I
         ROW PCT  IBERKELEY DAVIS     IRVINE   LA         RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
         COL PCT  I                                       E        RBARA    UZ       O        CISCO       TOTAL
         TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ5      ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              1.  I    21  I     9  I     8  I    15  I    11  I    17  I     2  I    35  I     0  I    118
  MORE    THAN    I  17.8  I   7.6  I   6.8  I  12.7  I   9.3  I  14.4  I   1.7  I  29.7  I   0.0  I   11.5
                  I  11.5  I   7.3  I  16.7  I   9.9  I  19.3  I  12.3  I   2.7  I  15.0  I   0.0  I
                  I   2.1  I   0.9  I   0.8  I   1.5  I   1.1  I   1.7  I   0.2  I   3.4  I   0.0  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              2.  I    32  I    12  I     9  I    11  I     5  I    11  I     6  I    46  I     3  I    135
  ALL OR  MOST    I  23.7  I   8.9  I   6.7  I   8.1  I   3.7  I   8.1  I   4.4  I  34.1  I   2.2  I   13.2
                  I  17.6  I   9.8  I  18.8  I   7.3  I   8.8  I   8.0  I   8.2  I  19.7  I  17.6  I
                  I   3.1  I   1.2  I   0.9  I   1.1  I   0.5  I   1.1  I   0.6  I   4.5  I   0.3  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              3.  I    68  I    66  I    21  I    71  I    28  I    58  I    41  I    89  I     5  I    447
  SOME            I  15.2  I  14.8  I   4.7  I  15.9  I   6.3  I  13.0  I   9.2  I  19.9  I   1.1  I   43.7
                  I  37.4  I  53.7  I  43.8  I  47.0  I  49.1  I  42.0  I  56.2  I  38.0  I  29.4  I
                  I   6.6  I   6.5  I   2.1  I   6.9  I   2.7  I   5.7  I   4.0  I   8.7  I   0.5  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              4.  I    61  I    36  I    10  I    54  I    13  I    52  I    24  I    64  I     9  I    323
  NOTHING         I  18.9  I  11.1  I   3.1  I  16.7  I   4.0  I  16.1  I   7.4  I  19.8  I   2.8  I   31.6
                  I  33.5  I  29.3  I  20.8  I  35.8  I  22.8  I  37.7  I  32.9  I  27.4  I  52.9  I
                  I   6.0  I   3.5  I   1.0  I   5.3  I   1.3  I   5.1  I   2.3  I   6.3  I   0.9  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          COLUMN       182      123       48      151       57      138       73      234       17      1023
           TOTAL      17.8     12.0      4.7     14.8      5.6     13.5      7.1     22.9      1.7     100.0

     2 OUT OF    36 (  5.6%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.961
CHI SQUARE =     57.50038 WITH  24 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0001
PEARSON'S R =-0.02324  SIGNIFICANCE =  0.2288

NUMBER OF MISSING OBSERVATIONS =      236
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LIBRARY LOCATION XTABS                                                        04/20/83        PAGE   21

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    RQ6       IN REL TO WHAT I WAS LOOKING FOR SEARCH       BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF   1

                  TERMLOC2
          COUNT  I
        ROW PCT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
        COL PCT  I                                       E        RBARA    UZ       O        CISCO      TOTAL
        TOT PCT  I       1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ6     ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              1. I    54  I    34  I    18  I    49  I    21  I    37  I    15  I    93  I     3  I   324
  VERY SATISFACTOR I  16.7  I  10.5  I   5.6  I  15.1  I   6.5  I  11.4  I   4.6  I  28.7  I   0.9  I  32.0
                 I  30.0  I  28.1  I  37.5  I  33.6  I  36.8  I  27.0  I  20.8  I  39.7  I  17.6  I
                 I   5.3  I   3.4  I   1.8  I   4.8  I   2.1  I   3.7  I   1.5  I   9.2  I   0.3  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              2. I    56  I    50  I    19  I    40  I    20  I    39  I    32  I    82  I     7  I   345
  SOMEWHAT SATISFA I  16.2  I  14.5  I   5.5  I  11.6  I   5.8  I  11.3  I   9.3  I  23.8  I   2.0  I  34.1
                 I  31.1  I  41.3  I  39.6  I  27.4  I  35.1  I  28.5  I  44.4  I  35.0  I  41.2  I
                 I   5.5  I   4.9  I   1.9  I   4.0  I   2.0  I   3.9  I   3.2  I   8.1  I   0.7  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              3. I    31  I    16  I     3  I    24  I     8  I    32  I    10  I    23  I     2  I   149
  SOMEWHAT UNSATIS I  20.8  I  10.7  I   2.0  I  16.1  I   5.4  I  21.5  I   6.7  I  15.4  I   1.3  I  14.7
                 I  17.2  I  13.2  I   6.3  I  16.4  I  14.0  I  23.4  I  13.9  I   9.8  I  11.8  I
                 I   3.1  I   1.6  I   0.3  I   2.4  I   0.8  I   3.2  I   1.0  I   2.3  I   0.2  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              4. I    39  I    21  I     8  I    33  I     8  I    29  I    15  I    36  I     5  I   194
  VERY UNSATISFACT I  20.1  I  10.8  I   4.1  I  17.0  I   4.1  I  14.9  I   7.7  I  18.6  I   2.6  I  19.2
                 I  21.7  I  17.4  I  16.7  I  22.6  I  14.0  I  21.2  I  20.8  I  15.4  I  29.4  I
                 I   3.9  I   2.1  I   0.8  I   3.3  I   0.8  I   2.9  I   1.5  I   3.6  I   0.5  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          COLUMN     180      121       48      146       57      137       72      234       17     1012
           TOTAL    17.8     12.0      4.7     14.4      5.6     13.5      7.1     23.1      1.7    100.0

    2 OUT OF    36 (  5.6%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  2.503
CHI SQUARE =     39.84010 WITH  24 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0222
PEARSON'S R =-0.04546  SIGNIFICANCE =  0.0742

NUMBER OF MISSING OBSERVATIONS =      247
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LIBRARY LOCATION XTABS                                                04/20/83        PAGE   22

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ7       CAME ACROSS OTHER THINGS OF INTEREST         BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  TERMLOC2
         COUNT   I
         ROW PCT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
         COL PCT I                                    E        RBARA    UZ       O        CISCO      TOTAL
         TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ7      --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              1. I    88  I    60  I    26  I    53  I    31  I    64  I    40  I   120  I     8  I   490
  YES            I  18.0  I  12.2  I   5.3  I  10.8  I   6.3  I  13.1  I   8.2  I  24.5  I   1.6  I  48.6
                 I  48.6  I  49.6  I  54.2  I  35.8  I  55.4  I  46.7  I  56.3  I  52.4  I  47.1  I
                 I   8.7  I   6.0  I   2.6  I   5.3  I   3.1  I   6.3  I   4.0  I  11.9  I   0.8  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              2. I    93  I    61  I    22  I    95  I    25  I    73  I    31  I   109  I     9  I   518
  NO             I  18.0  I  11.8  I   4.2  I  18.3  I   4.8  I  14.1  I   6.0  I  21.0  I   1.7  I  51.4
                 I  51.4  I  50.4  I  45.8  I  64.2  I  44.6  I  53.3  I  43.7  I  47.6  I  52.9  I
                 I   9.2  I   6.1  I   2.2  I   9.4  I   2.5  I   7.2  I   3.1  I  10.8  I   0.9  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN     181      121       48      148       56      137       71      229       17      1008
          TOTAL    18.0     12.0      4.8     14.7      5.6     13.6      7.0     22.7      1.7     100.0

CHI SQUARE =     14.59426 WITH   8 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0675
PEARSON'S R =-0.03269  SIGNIFICANCE =  0.1499

NUMBER OF MISSING OBSERVATIONS =      251
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LIBRARY LOCATION XTABS                                              04/20/83       PAGE   24

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST8  (TABULATING     1) I GOT HELP FROM:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                          TERMLOC2

                    COUNT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
                  ROW PCT I                                    E        RBARA    UZ       O        CISCO       ROW
                  COL PCT I                                                                                   TOTAL
                          I     1  I     2  I     3  I     4  I     5  I     6  I     7  I     8  I     9  I
RQUEST8           --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                     RQ8A I    33  I    23  I     8  I    29  I    12  I    23  I     9  I    31  I     2  I   170
  PRINTED MATTER-SIGNS I  19.4  I  13.5  I   4.7  I  17.1  I   7.1  I  13.5  I   5.3  I  18.2  I   1.2  I  17.0
                          I  18.3  I  19.3  I  17.4  I  20.0  I  21.4  I  17.2  I  12.7  I  13.4  I  12.5  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                     RQ8B I    84  I    58  I    15  I    62  I    28  I    63  I    35  I    85  I     5  I   435
  TERMINAL SCREEN INST I  19.3  I  13.3  I   3.4  I  14.3  I   6.4  I  14.5  I   8.0  I  19.5  I   1.1  I  43.6
                          I  46.7  I  48.7  I  32.6  I  42.8  I  50.0  I  47.0  I  49.3  I  36.8  I  31.3  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                     RQ8C I     6  I     3  I     3  I     4  I     3  I     5  I     2  I    18  I     0  I    44
  LIBRARY STAFF MEMBER I  13.6  I   6.8  I   6.8  I   9.1  I   6.8  I  11.4  I   4.5  I  40.9  I   0.0  I   4.4
                          I   3.3  I   2.5  I   6.5  I   2.8  I   5.4  I   3.7  I   2.8  I   7.8  I   0.0  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                     RQ8D I     2  I     7  I     2  I     4  I     4  I     6  I     1  I    12  I     2  I    40
  PERSON NEARBY           I   5.0  I  17.5  I   5.0  I  10.0  I  10.0  I  15.0  I   2.5  I  30.0  I   5.0  I   4.0
                          I   1.1  I   5.9  I   4.3  I   2.8  I   7.1  I   4.5  I   1.4  I   5.2  I  12.5  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                     RQ8E I    75  I    45  I    22  I    67  I    18  I    58  I    30  I   119  I     9  I   443
  I DID NOT GET HELP      I  16.9  I  10.2  I   5.0  I  15.1  I   4.1  I  13.1  I   6.8  I  26.9  I   2.0  I  44.4
                          I  41.7  I  37.8  I  47.8  I  46.2  I  32.1  I  43.3  I  42.3  I  51.5  I  56.3  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                   COLUMN      180      119       46      145       56      134       71      231       16      998
                    TOTAL     18.0     11.9      4.6     14.5      5.6     13.4      7.1     23.1      1.6    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

    998 VALID CASES          261 MISSING CASES
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LIBRARY LOCATION XTABS                                                    04/20/83        PAGE   26

FILE    FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * * *
    RQ9      GENERAL ATTITUDE TOWARD COMPUTER CAT IS       BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    TERMLOC2
            COUNT  I
          ROW PCT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
          COL PCT  I                                       E        RBARA    UZ       O        CISCO      TOTAL
          TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ9       ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               1.  I   117  I    87  I    35  I   103  I    45  I    87  I    46  I   171  I    14  I    705
  VERY FAVORABLE   I  16.6  I  12.3  I   5.0  I  14.6  I   6.4  I  12.3  I   6.5  I  24.3  I   2.0  I   70.9
                   I  65.0  I  71.9  I  74.5  I  72.5  I  78.9  I  65.9  I  64.8  I  75.0  I  82.4  I
                   I  11.8  I   8.7  I   3.5  I  10.4  I   4.5  I   8.7  I   4.6  I  17.2  I   1.4  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               2.  I    46  I    27  I     7  I    30  I     8  I    35  I    22  I    45  I     0  I    220
  SOMEWHAT FAVORAB I  20.9  I  12.3  I   3.2  I  13.6  I   3.6  I  15.9  I  10.0  I  20.5  I   0.0  I   22.1
                   I  25.6  I  22.3  I  14.9  I  21.1  I  14.0  I  26.5  I  31.0  I  19.7  I   0.0  I
                   I   4.6  I   2.7  I   0.7  I   3.0  I   0.8  I   3.5  I   2.2  I   4.5  I   0.0  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               3.  I     9  I     3  I     1  I     7  I     0  I     5  I     0  I     5  I     1  I     31
  SOMEWHAT UNFAVOR I  29.0  I   9.7  I   3.2  I  22.6  I   0.0  I  16.1  I   0.0  I  16.1  I   3.2  I    3.1
                   I   5.0  I   2.5  I   2.1  I   4.9  I   0.0  I   3.8  I   0.0  I   2.2  I   5.9  I
                   I   0.9  I   0.3  I   0.1  I   0.7  I   0.0  I   0.5  I   0.0  I   0.5  I   0.1  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               4.  I     8  I     4  I     4  I     2  I     4  I     5  I     3  I     7  I     2  I     39
  VERY     UNFAVORA I  20.5  I  10.3  I  10.3  I   5.1  I  10.3  I  12.8  I   7.7  I  17.9  I   5.1  I    3.9
                   I   4.4  I   3.3  I   8.5  I   1.4  I   7.0  I   3.8  I   4.2  I   3.1  I  11.8  I
                   I   0.8  I   0.4  I   0.4  I   0.2  I   0.4  I   0.5  I   0.3  I   0.7  I   0.2  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN     180      121       47      142       57      132       71      228       17        995
             TOTAL    18.1     12.2      4.7     14.3      5.7     13.3      7.1     22.9      1.7      100.0

   13 OUT OF     36 ( 36.1%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.530
CHI SQUARE =     33.73836 WITH  24 DEGREES OF FREEDOM    SIGNIFICANCE =  0.0894
PEARSON'S R =-0.04122  SIGNIFICANCE =  0.0969

NUMBER OF MISSING OBSERVATIONS =      264
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LIBRARY LOCATION XTABS                                                  04/20/83        PAGE   27

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   RQ10      COMPUTER CAT COMPARED TO OTHER CAT              BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 TERMLOC2
           COUNT I
         ROW PCT IBERKELEY DAVIS    IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
         COL PCT I                                     E        RBARA    UZ       O        CISCO      TOTAL
         TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ10     --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              1. I   102  I    78  I    37  I    89  I    37  I    72  I    43  I   163  I    12  I   633
  BETTER         I  16.1  I  12.3  I   5.8  I  14.1  I   5.8  I  11.4  I   6.8  I  25.8  I   1.9  I  68.6
                 I  62.6  I  69.0  I  82.2  I  68.5  I  71.2  I  59.5  I  68.3  I  73.8  I  80.0  I
                 I  11.1  I   8.5  I   4.0  I   9.6  I   4.0  I   7.8  I   4.7  I  17.7  I   1.3  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              2. I    31  I    22  I     2  I    21  I     8  I    30  I    10  I    34  I     1  I   159
  EQUAL          I  19.5  I  13.8  I   1.3  I  13.2  I   5.0  I  18.9  I   6.3  I  21.4  I   0.6  I  17.2
                 I  19.0  I  19.5  I   4.4  I  16.2  I  15.4  I  24.8  I  15.9  I  15.4  I   6.7  I
                 I   3.4  I   2.4  I   0.2  I   2.3  I   0.9  I   3.3  I   1.1  I   3.7  I   0.1  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              3. I    30  I    13  I     6  I    20  I     7  I    19  I    10  I    24  I     2  I   131
  WORSE          I  22.9  I   9.9  I   4.6  I  15.3  I   5.3  I  14.5  I   7.6  I  18.3  I   1.5  I  14.2
                 I  18.4  I  11.5  I  13.3  I  15.4  I  13.5  I  15.7  I  15.9  I  10.9  I  13.3  I
                 I   3.3  I   1.4  I   0.7  I   2.2  I   0.8  I   2.1  I   1.1  I   2.6  I   0.2  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          COLUMN     163      113       45      130       52      121       63      221       15      923
           TOTAL    17.7     12.2      4.9     14.1      5.6     13.1      6.8     23.9      1.6    100.0

    2 OUT OF    27 (  7.4%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  2.129
CHI SQUARE =    20.16360 WITH  16 DEGREES OF FREEDOM   SIGNIFICANCE =  0.2129
PEARSON'S R =-0.05220  SIGNIFICANCE =  0.0565

NUMBER OF MISSING OBSERVATIONS =      336
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LIBRARY LOCATION XTABS                                                              04/20/83        PAGE   29

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * * *
   RQ11      SEARCH BY TITLE IS DIFFICULT                  BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TERMLOC2
           COUNT  I
         ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
         COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
         TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ11     --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             -2.  I    54  I    46  I    13  I    50  I    23  I    47  I    27  I    94  I     6  I    360
  STRONGLY DISAGRE I  15.0  I  12.8  I   3.6  I  13.9  I   6.4  I  13.1  I   7.5  I  26.1  I   1.7  I   40.0
                  I  32.7  I  41.8  I  31.7  I  41.7  I  46.0  I  39.8  I  41.5  I  43.5  I  37.5  I
                  I   6.0  I   5.1  I   1.4  I   5.5  I   2.6  I   5.2  I   3.0  I  10.4  I   0.7  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             -1.  I    61  I    36  I    12  I    39  I     9  I    38  I    25  I    77  I     3  I    300
  DISAGREE        I  20.3  I  12.0  I   4.0  I  13.0  I   3.0  I  12.7  I   8.3  I  25.7  I   1.0  I   33.3
                  I  37.0  I  32.7  I  29.3  I  32.5  I  18.0  I  32.2  I  38.5  I  35.6  I  18.8  I
                  I   6.8  I   4.0  I   1.3  I   4.3  I   1.0  I   4.2  I   2.8  I   8.5  I   0.3  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              0.  I    25  I    15  I     9  I    18  I     8  I    17  I    10  I    22  I     1  I    125
  NEITHER A OR D  I  20.0  I  12.0  I   7.2  I  14.4  I   6.4  I  13.6  I   8.0  I  17.6  I   0.8  I   13.9
                  I  15.2  I  13.6  I  22.0  I  15.0  I  16.0  I  14.4  I  15.4  I  10.2  I   6.3  I
                  I   2.8  I   1.7  I   1.0  I   2.0  I   0.9  I   1.9  I   1.1  I   2.4  I   0.1  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              1.  I    20  I     7  I     6  I     9  I     7  I    10  I     3  I    13  I     4  I     79
  AGREE           I  25.3  I   8.9  I   7.6  I  11.4  I   8.9  I  12.7  I   3.8  I  16.5  I   5.1  I    8.8
                  I  12.1  I   6.4  I  14.6  I   7.5  I  14.0  I   8.5  I   4.6  I   6.0  I  25.0  I
                  I   2.2  I   0.8  I   0.7  I   1.0  I   0.8  I   1.1  I   0.3  I   1.4  I   0.4  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              2.  I     5  I     6  I     1  I     4  I     3  I     6  I     0  I    10  I     2  I     37
  STRONGLY AGREE  I  13.5  I  16.2  I   2.7  I  10.8  I   8.1  I  16.2  I   0.0  I  27.0  I   5.4  I    4.1
                  I   3.0  I   5.5  I   2.4  I   3.3  I   6.0  I   5.1  I   0.0  I   4.6  I  12.5  I
                  I   0.6  I   0.7  I   0.1  I   0.4  I   0.3  I   0.7  I   0.0  I   1.1  I   0.2  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          COLUMN      165      110       41      120       50      118       65      216       16        901
           TOTAL     18.3     12.2      4.6     13.3      5.5     13.1      7.2     24.0      1.8      100.0

   11 OUT OF    45 ( 24.4%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.657
CHI SQUARE =    37.78699 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.2218
PEARSON'S R =-0.05344  SIGNIFICANCE =  0.0545

NUMBER OF MISSING OBSERVATIONS =      358
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LIBRARY LOCATION XTABS                                                        04/20/83       PAGE   30

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
   RQ12      SEARCH BY AUTHOR IS EASY                            BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                  TERMLOC2
         COUNT   I
        ROW PCT  IBERKELEY DAVIS     IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
        COL PCT  I                                     E        RBARA    UZ       O        CISCO      TOTAL
        TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ12    ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -2.  I    6   I    2   I    1   I    5   I    1   I    5   I    1   I    7   I    1   I    29
  STRONGLY DISAGRE I 20.7 I   6.9  I   3.4  I  17.2  I   3.4  I  17.2  I   3.4  I  24.1  I   3.4  I   3.2
                 I   3.6  I   1.9  I   2.4  I   3.9  I   1.9  I   4.1  I   1.5  I   3.2  I   6.7  I
                 I   0.7  I   0.2  I   0.1  I   0.5  I   0.1  I   0.5  I   0.1  I   0.8  I   0.1  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -1.  I   18   I    5   I    4   I    5   I    0   I    6   I    4   I   16   I    0   I    58
  DISAGREE       I  31.0  I   8.6  I   6.9  I   8.6  I   0.0  I  10.3  I   6.9  I  27.6  I   0.0  I   6.3
                 I  10.7  I   4.7  I   9.8  I   3.9  I   0.0  I   5.0  I   5.9  I   7.4  I   0.0  I
                 I   2.0  I   0.5  I   0.4  I   0.5  I   0.0  I   0.7  I   0.4  I   1.7  I   0.0  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             0.  I   23   I   13   I    5   I   11   I    6   I   16   I    9   I   22   I    2   I   107
  NEITHER A OR D I  21.5  I  12.1  I   4.7  I  10.3  I   5.6  I  15.0  I   8.4  I  20.6  I   1.9  I  11.7
                 I  13.6  I  12.3  I  12.2  I   8.7  I  11.3  I  13.2  I  13.2  I  10.1  I  13.3  I
                 I   2.5  I   1.4  I   0.5  I   1.2  I   0.7  I   1.7  I   1.0  I   2.4  I   0.2  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             1.  I   70   I   39   I   11   I   44   I   23   I   42   I   28   I   84   I    7   I   348
  AGREE          I  20.1  I  11.2  I   3.2  I  12.6  I   6.6  I  12.1  I   8.0  I  24.1  I   2.0  I  37.9
                 I  41.4  I  36.8  I  26.8  I  34.6  I  43.4  I  34.7  I  41.2  I  38.7  I  46.7  I
                 I   7.6  I   4.3  I   1.2  I   4.8  I   2.5  I   4.6  I   3.1  I   9.2  I   0.8  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             2.  I   52   I   47   I   20   I   62   I   23   I   52   I   26   I   88   I    5   I   375
  STRONGLY AGREE I  13.9  I  12.5  I   5.3  I  16.5  I   6.1  I  13.9  I   6.9  I  23.5  I   1.3  I  40.9
                 I  30.8  I  44.3  I  48.8  I  48.8  I  43.4  I  43.0  I  38.2  I  40.6  I  33.3  I
                 I   5.7  I   5.1  I   2.2  I   6.8  I   2.5  I   5.7  I   2.8  I   9.6  I   0.5  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN      169      106       41      127       53      121       68      217       15      917
         TOTAL      18.4     11.6      4.5     13.8      5.8     13.2      7.4     23.7      1.6    100.0

    13 OUT OF    45 ( 28.9%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.474
CHI SQUARE =     28.81219 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.6287
PEARSON'S R = 0.03537  SIGNIFICANCE =  0.1423

NUMBER OF MISSING OBSERVATIONS =       342
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LIBRARY LOCATION XTABS                                                    04/20/83        PAGE   31

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
   RQ13      SEARCH BY SUBJECT IS DIFFICULT               BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TERMLOC2
           COUNT  I
          ROW PCT IBERKELEY DAVIS    IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
          COL PCT I                                     E        RBARA    UZ       O        CISCO      TOTAL
          TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ13      --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             -2.  I    35  I    32  I    14  I    33  I    20  I    32  I    16  I    65  I     5  I    252
  STRONGLY DISAGRE I  13.9  I  12.7  I   5.6  I  13.1  I   7.9  I  12.7  I   6.3  I  25.8  I   2.0  I   27.2
                  I  21.5  I  28.1  I  32.6  I  26.0  I  39.2  I  26.4  I  23.2  I  29.0  I  31.3  I
                  I   3.8  I   3.4  I   1.5  I   3.6  I   2.2  I   3.4  I   1.7  I   7.0  I   0.5  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             -1.  I    46  I    31  I    12  I    33  I    11  I    32  I    19  I    70  I    10  I    264
  DISAGREE        I  17.4  I  11.7  I   4.5  I  12.5  I   4.2  I  12.1  I   7.2  I  26.5  I   3.8  I   28.4
                  I  28.2  I  27.2  I  27.9  I  26.0  I  21.6  I  26.4  I  27.5  I  31.3  I  62.5  I
                  I   5.0  I   3.3  I   1.3  I   3.6  I   1.2  I   3.4  I   2.0  I   7.5  I   1.1  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              0.  I    28  I    17  I     8  I    23  I     9  I    19  I    13  I    38  I     0  I    155
  NEITHER A OR D  I  18.1  I  11.0  I   5.2  I  14.8  I   5.8  I  12.3  I   8.4  I  24.5  I   0.0  I   16.7
                  I  17.2  I  14.9  I  18.6  I  18.1  I  17.6  I  15.7  I  18.8  I  17.0  I   0.0  I
                  I   3.0  I   1.8  I   0.9  I   2.5  I   1.0  I   2.0  I   1.4  I   4.1  I   0.0  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              1.  I    42  I    22  I     3  I    29  I     9  I    23  I    17  I    32  I     0  I    177
  AGREE           I  23.7  I  12.4  I   1.7  I  16.4  I   5.1  I  13.0  I   9.6  I  18.1  I   0.0  I   19.1
                  I  25.8  I  19.3  I   7.0  I  22.8  I  17.6  I  19.0  I  24.6  I  14.3  I   0.0  I
                  I   4.5  I   2.4  I   0.3  I   3.1  I   1.0  I   2.5  I   1.8  I   3.4  I   0.0  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              2.  I    12  I    12  I     6  I     9  I     2  I    15  I     4  I    19  I     1  I     80
  STRONGLY AGREE  I  15.0  I  15.0  I   7.5  I  11.3  I   2.5  I  18.8  I   5.0  I  23.8  I   1.3  I    8.6
                  I   7.4  I  10.5  I  14.0  I   7.1  I   3.9  I  12.4  I   5.8  I   8.5  I   6.3  I
                  I   1.3  I   1.3  I   0.6  I   1.0  I   0.2  I   1.6  I   0.4  I   2.0  I   0.1  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          COLUMN      163      114       43      127       51      121       69      224       16      928
           TOTAL     17.6     12.3      4.6     13.7      5.5     13.0      7.4     24.1      1.7    100.0

    7 OUT OF    45 ( 15.6%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.379
CHI SQUARE =     39.60515 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.1670
PEARSON'S R =-0.06439  SIGNIFICANCE =  0.0249

NUMBER OF MISSING OBSERVATIONS =      331
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FILE    FINAL     (CREATION DATE = 08/03/82)

THE  2-WAY TABLE FOR THE FOLLOWING VARIABLES WAS EMPTY.
RQ14       TERMLOC2
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LIBRARY LOCATION XTABS                                                04/20/83        PAGE   33

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   RQ15      SEARCH BY AUTHOR-TITLE IS DIFFICULT          BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TERMLOC2
          COUNT    I
          ROW PCT  IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
          COL PCT  I                                    E        RBARA    UZ       O        CISCO      TOTAL
          TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ15      ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -2.  I     61 I     40 I     15 I     58 I     16 I     46 I     32 I     86 I      7 I    361
  STRONGLY DISAGRE I   16.9 I   11.1 I    4.2 I   16.1 I    4.4 I   12.7 I    8.9 I   23.8 I    1.9 I   42.8
                   I   39.6 I   40.4 I   37.5 I   49.6 I   37.2 I   42.6 I   50.0 I   42.4 I   46.7 I
                   I    7.2 I    4.7 I    1.8 I    6.9 I    1.9 I    5.5 I    3.8 I   10.2 I    0.8 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -1.  I     46 I     25 I     13 I     28 I     11 I     31 I     16 I     59 I      3 I    232
  DISAGREE         I   19.8 I   10.8 I    5.6 I   12.1 I    4.7 I   13.4 I    6.9 I   25.4 I    1.3 I   27.5
                   I   29.9 I   25.3 I   32.5 I   23.9 I   25.6 I   28.7 I   25.0 I   29.1 I   20.0 I
                   I    5.5 I    3.0 I    1.5 I    3.3 I    1.3 I    3.7 I    1.9 I    7.0 I    0.4 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               0.  I     31 I     20 I      7 I     16 I      9 I     16 I      9 I     34 I      4 I    146
  NEITHER A OR D   I   21.2 I   13.7 I    4.8 I   11.0 I    6.2 I   11.0 I    6.2 I   23.3 I    2.7 I   17.3
                   I   20.1 I   20.2 I   17.5 I   13.7 I   20.9 I   14.8 I   14.1 I   16.7 I   26.7 I
                   I    3.7 I    2.4 I    0.8 I    1.9 I    1.1 I    1.9 I    1.1 I    4.0 I    0.5 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               1.  I     11 I      9 I      4 I     11 I      5 I     12 I      4 I     14 I      0 I     70
  AGREE            I   15.7 I   12.9 I    5.7 I   15.7 I    7.1 I   17.1 I    5.7 I   20.0 I    0.0 I    8.3
                   I    7.1 I    9.1 I   10.0 I    9.4 I   11.6 I   11.1 I    6.3 I    6.9 I    0.0 I
                   I    1.3 I    1.1 I    0.5 I    1.3 I    0.6 I    1.4 I    0.5 I    1.7 I    0.0 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               2.  I      5 I      5 I      1 I      4 I      2 I      3 I      3 I     10 I      1 I     34
  STRONGLY AGREE   I   14.7 I   14.7 I    2.9 I   11.8 I    5.9 I    8.8 I    8.8 I   29.4 I    2.9 I    4.0
                   I    3.2 I    5.1 I    2.5 I    3.4 I    4.7 I    2.8 I    4.7 I    4.9 I    6.7 I
                   I    0.6 I    0.6 I    0.1 I    0.5 I    0.2 I    0.4 I    0.4 I    1.2 I    0.1 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN      154      99       40      117       43      108       64      203       15      843
             TOTAL     18.3     11.7      4.7     13.9      5.1     12.8      7.6     24.1      1.8    100.0

   12 OUT OF     45 ( 26.7%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.605
CHI SQUARE =     15.59648 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.9934
PEARSON'S R =-0.01929  SIGNIFICANCE =  0.2880

NUMBER OF MISSING OBSERVATIONS =      416
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LIBRARY LOCATION XTABS                                                                   04/20/83      PAGE   34

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
    RQ16      REMBERING COMMANDS EASY                     BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                TERMLOC2
         COUNT  I
       ROW PCT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
       COL PCT  I                                       E        RBARA    UZ       O        CISCO       TOTAL
       TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ16   --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -2.  I    15  I     5  I     2  I    10  I     4  I     8  I     4  I    13  I     4  I     65
  STRONGLY DISAGRE I  23.1  I   7.7  I   3.1  I  15.4  I   6.2  I  12.3  I   6.2  I  20.0  I   6.2  I    7.5
                I   9.5  I   4.8  I   5.0  I   7.9  I   8.0  I   7.0  I   6.8  I   6.4  I  26.7  I
                I   1.7  I   0.6  I   0.2  I   1.1  I   0.5  I   0.9  I   0.5  I   1.5  I   0.5  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -1.  I    33  I    20  I    12  I    26  I     8  I    15  I    11  I    40  I     4  I    169
  DISAGREE      I  19.5  I  11.8  I   7.1  I  15.4  I   4.7  I   8.9  I   6.5  I  23.7  I   2.4  I   19.4
                I  20.9  I  19.2  I  30.0  I  20.5  I  16.0  I  13.0  I  18.6  I  19.7  I  26.7  I
                I   3.8  I   2.3  I   1.4  I   3.0  I   0.9  I   1.7  I   1.3  I   4.6  I   0.5  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            0.  I    35  I    22  I     4  I    25  I    15  I    25  I    11  I    39  I     2  I    178
  NEITHER A OR D I  19.7  I  12.4  I   2.2  I  14.0  I   8.4  I  14.0  I   6.2  I  21.9  I   1.1  I   20.4
                I  22.2  I  21.2  I  10.0  I  19.7  I  30.0  I  21.7  I  18.6  I  19.2  I  13.3  I
                I   4.0  I   2.5  I   0.5  I   2.9  I   1.7  I   2.9  I   1.3  I   4.5  I   0.2  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            1.  I    47  I    28  I    10  I    37  I    15  I    41  I    21  I    71  I     4  I    274
  AGREE         I  17.2  I  10.2  I   3.6  I  13.5  I   5.5  I  15.0  I   7.7  I  25.9  I   1.5  I   31.5
                I  29.7  I  26.9  I  25.0  I  29.1  I  30.0  I  35.7  I  35.6  I  35.0  I  26.7  I
                I   5.4  I   3.2  I   1.1  I   4.2  I   1.7  I   4.7  I   2.4  I   8.2  I   0.5  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            2.  I    28  I    29  I    12  I    29  I     8  I    26  I    12  I    40  I     1  I    185
  STRONGLY AGREE I  15.1  I  15.7  I   6.5  I  15.7  I   4.3  I  14.1  I   6.5  I  21.6  I   0.5  I   21.2
                I  17.7  I  27.9  I  30.0  I  22.8  I  16.0  I  22.6  I  20.3  I  19.7  I   6.7  I
                I   3.2  I   3.3  I   1.4  I   3.3  I   0.9  I   3.0  I   1.4  I   4.6  I   0.1  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
        COLUMN       158      104       40      127       50      115       59      203       15      871
         TOTAL      18.1     11.9      4.6     14.6      5.7     13.2      6.8     23.3      1.7    100.0

    8 OUT OF    45 ( 17.8%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.119
CHI SQUARE =     31.74586 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.4794
PEARSON'S R = 0.01085   SIGNIFICANCE =   0.3746

NUMBER OF MISSING OBSERVATIONS =       388
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LIBRARY LOCATION XTABS                                                    04/20/83        PAGE  35

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    RQ17      FINDING CORRECT SUBJECT TERM DIFFICULT        BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE  1 OF  1

                     TERMLOC2
              COUNT  I
            ROW PCT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
            COL PCT  I                                       E        RBARA    UZ       O        CISCO      TOTAL
            TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ17        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                -2.  I     12 I      7 I      5 I      7 I      4 I     11 I      6 I     14 I      2 I     68
  STRONGLY DISAGRE   I   17.6 I   10.3 I    7.4 I   10.3 I    5.9 I   16.2 I    8.8 I   20.6 I    2.9 I    7.6
                     I    7.5 I    6.3 I   11.9 I    5.5 I    8.5 I    9.8 I    8.7 I    6.6 I   13.3 I
                     I    1.3 I    0.8 I    0.6 I    0.8 I    0.4 I    1.2 I    0.7 I    1.6 I    0.2 I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                -1.  I     30 I     19 I     13 I     21 I      6 I     23 I     10 I     45 I      2 I    169
  DISAGREE           I   17.8 I   11.2 I    7.7 I   12.4 I    3.6 I   13.6 I    5.9 I   26.6 I    1.2 I   18.8
                     I   18.8 I   17.0 I   31.0 I   16.4 I   12.8 I   20.5 I   14.5 I   21.2 I   13.3 I
                     I    3.3 I    2.1 I    1.4 I    2.3 I    0.7 I    2.6 I    1.1 I    5.0 I    0.2 I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 0.  I     37 I     23 I      5 I     25 I     12 I     21 I     12 I     38 I      3 I    176
  NEITHER A OR D     I   21.0 I   13.1 I    2.8 I   14.2 I    6.8 I   11.9 I    6.8 I   21.6 I    1.7 I   19.6
                     I   23.1 I   20.5 I   11.9 I   19.5 I   25.5 I   18.8 I   17.4 I   17.9 I   20.0 I
                     I    4.1 I    2.6 I    0.6 I    2.8 I    1.3 I    2.3 I    1.3 I    4.2 I    0.3 I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 1.  I     59 I     48 I     12 I     55 I     16 I     40 I     29 I     80 I      7 I    346
  AGREE              I   17.1 I   13.9 I    3.5 I   15.9 I    4.6 I   11.6 I    8.4 I   23.1 I    2.0 I   38.6
                     I   36.9 I   42.9 I   28.6 I   43.0 I   34.0 I   35.7 I   42.0 I   37.7 I   46.7 I
                     I    6.6 I    5.4 I    1.3 I    6.1 I    1.8 I    4.5 I    3.2 I    8.9 I    0.8 I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 2.  I     22 I     15 I      7 I     20 I      9 I     17 I     12 I     35 I      1 I    138
  STRONGLY AGREE     I   15.9 I   10.9 I    5.1 I   14.5 I    6.5 I   12.3 I    8.7 I   25.4 I    0.7 I   15.4
                     I   13.8 I   13.4 I   16.7 I   15.6 I   19.1 I   15.2 I   17.4 I   16.5 I    6.7 I
                     I    2.5 I    1.7 I    0.8 I    2.2 I    1.0 I    1.9 I    1.3 I    3.9 I    0.1 I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             COLUMN        160      112       42      128       47      112       69      212       15       897
              TOTAL       17.8     12.5      4.7     14.3      5.2     12.5      7.7     23.6      1.7     100.0

     6 OUT OF    45 ( 13.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.137
CHI SQUARE =     19.64717 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.9571
PEARSON'S R = 0.00808  SIGNIFICANCE =  0.4045

NUMBER OF MISSING OBSERVATIONS =      362
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LIBRARY LOCATION XTABS                                                    04/20/83       PAGE   36

FILE   FINAL   (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * * *
   RQ18      SCANNING THROUGH  LONG DISPLAY EASY          BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  TERMLOC2
          COUNT  I
        ROW PCT  IBERKELEY DAVIS     IRVINE   LA         RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
        COL PCT  I                                       E        RBARA    UZ       O        CISCO     TOTAL
        TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ18     --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -2.  I    14  I     8  I     1  I    11  I     1  I    13  I     3  I    21  I     3  I     75
  STRONGLY DISAGRE I  18.7  I  10.7  I   1.3  I  14.7  I   1.3  I  17.3  I   4.0  I  28.0  I   4.0  I    8.4
                 I   8.6  I   7.1  I   2.5  I   9.0  I   2.0  I  11.6  I   4.3  I  10.2  I  20.0  I
                 I   1.6  I   0.9  I   0.1  I   1.2  I   0.1  I   1.5  I   0.3  I   2.4  I   0.3  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -1.  I    51  I    28  I     6  I    24  I    13  I    23  I    17  I    50  I     6  I    218
  DISAGREE       I  23.4  I  12.8  I   2.8  I  11.0  I   6.0  I  10.6  I   7.8  I  22.9  I   2.8  I   24.5
                 I  31.3  I  24.8  I  15.0  I  19.7  I  26.5  I  20.5  I  24.6  I  24.3  I  40.0  I
                 I   5.7  I   3.1  I   0.7  I   2.7  I   1.5  I   2.6  I   1.9  I   5.6  I   0.7  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             0.  I    33  I    16  I    13  I    20  I    11  I    20  I    14  I    38  I     1  I    166
  NEITHER A OR D I  19.9  I   9.6  I   7.8  I  12.0  I   6.6  I  12.0  I   8.4  I  22.9  I   0.6  I   18.7
                 I  20.2  I  14.2  I  32.5  I  16.4  I  22.4  I  17.9  I  20.3  I  18.4  I   6.7  I
                 I   3.7  I   1.8  I   1.5  I   2.2  I   1.2  I   2.2  I   1.6  I   4.3  I   0.1  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             1.  I    50  I    35  I    14  I    42  I    16  I    33  I    30  I    64  I     5  I    289
  AGREE          I  17.3  I  12.1  I   4.8  I  14.5  I   5.5  I  11.4  I  10.4  I  22.1  I   1.7  I   32.5
                 I  30.7  I  31.0  I  35.0  I  34.4  I  32.7  I  29.5  I  43.5  I  31.1  I  33.3  I
                 I   5.6  I   3.9  I   1.6  I   4.7  I   1.8  I   3.7  I   3.4  I   7.2  I   0.6  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             2.  I    15  I    26  I     6  I    25  I     8  I    23  I     5  I    33  I     0  I    141
  STRONGLY AGREE I  10.6  I  18.4  I   4.3  I  17.7  I   5.7  I  16.3  I   3.5  I  23.4  I   0.0  I   15.9
                 I   9.2  I  23.0  I  15.0  I  20.5  I  16.3  I  20.5  I   7.2  I  16.0  I   0.0  I
                 I   1.7  I   2.9  I   0.7  I   2.8  I   0.9  I   2.6  I   0.6  I   3.7  I   0.0  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN      163      113       40      122       49      112       69      206       15       889
          TOTAL     18.3     12.7      4.5     13.7      5.5     12.6      7.8     23.2      1.7     100.0

     7 OUT OF    45 ( 15.6%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.265
CHI SQUARE =    46.20987 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0498
PEARSON'S R =-0.00155  SIGNIFICANCE =  0.4816

NUMBER OF MISSING OBSERVATIONS =      370
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LIBRARY LOCATION XTABS                                              04/20/83        PAGE    37

FILE    FINAL     (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
    RQ19       INCREASING THE RESULT DIFF                  BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      TERMLOC2
             COUNT   I
           ROW PCT   IBERKELEY DAVIS    IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
           COL PCT   I                                     E        RBARA    UZ       O        CISCO      TOTAL
           TOT PCT   I     1.I     2.I     3.I     4.I     5.I     6.I     7.I     8.I     9.I
RQ19         --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               -2.   I     9  I     7  I     0  I     9  I     3  I     6  I     4  I    13  I     1  I     52
  STRONGLY DISAGRE   I  17.3  I  13.5  I   0.0  I  17.3  I   5.8  I  11.5  I   7.7  I  25.0  I   1.9  I    6.3
                     I   6.2  I   6.7  I   0.0  I   7.3  I   7.1  I   5.8  I   6.6  I   6.6  I   7.1  I
                     I   1.1  I   0.8  I   0.0  I   1.1  I   0.4  I   0.7  I   0.5  I   1.6  I   0.1  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               -1.   I    22  I    12  I     6  I    19  I     4  I    18  I    10  I    43  I     2  I    136
  DISAGREE           I  16.2  I   8.8  I   4.4  I  14.0  I   2.9  I  13.2  I   7.4  I  31.6  I   1.5  I   16.5
                     I  15.1  I  11.5  I  16.7  I  15.4  I   9.5  I  17.5  I  16.4  I  21.8  I  14.3  I
                     I   2.7  I   1.5  I   0.7  I   2.3  I   0.5  I   2.2  I   1.2  I   5.2  I   0.2  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                0.   I    34  I    29  I    11  I    29  I    12  I    25  I    14  I    34  I     3  I    191
  NEITHER A OR D     I  17.8  I  15.2  I   5.8  I  15.2  I   6.3  I  13.1  I   7.3  I  17.8  I   1.6  I   23.1
                     I  23.3  I  27.9  I  30.6  I  23.6  I  28.6  I  24.3  I  23.0  I  17.3  I  21.4  I
                     I   4.1  I   3.5  I   1.3  I   3.5  I   1.5  I   3.0  I   1.7  I   4.1  I   0.4  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                1.   I    61  I    43  I    15  I    57  I    14  I    37  I    25  I    86  I     6  I    344
  AGREE              I  17.7  I  12.5  I   4.4  I  16.6  I   4.1  I  10.8  I   7.3  I  25.0  I   1.7  I   41.6
                     I  41.8  I  41.3  I  41.7  I  46.3  I  33.3  I  35.9  I  41.0  I  43.7  I  42.9  I
                     I   7.4  I   5.2  I   1.8  I   6.9  I   1.7  I   4.5  I   3.0  I  10.4  I   0.7  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                2.   I    20  I    13  I     4  I     9  I     9  I    17  I     8  I    21  I     2  I    103
  STRONGLY AGREE     I  19.4  I  12.6  I   3.9  I   8.7  I   8.7  I  16.5  I   7.8  I  20.4  I   1.9  I   12.5
                     I  13.7  I  12.5  I  11.1  I   7.3  I  21.4  I  16.5  I  13.1  I  10.7  I  14.3  I
                     I   2.4  I   1.6  I   0.5  I   1.1  I   1.1  I   2.1  I   1.0  I   2.5  I   0.2  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN        146      104       36      123       42      103       61      197       14      826
             TOTAL       17.7     12.6      4.4     14.9      5.1     12.5      7.4     23.8      1.7    100.0

    8 OUT OF    45 ( 17.8%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.881
CHI SQUARE =    24.47308 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.8268
PEARSON'S R =-0.03125   SIGNIFICANCE =   0.1848

NUMBER OF MISSING OBSERVATIONS =      433
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LIBRARY LOCATION XTABS                                                        04/20/83        PAGE   38

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   RQ20       REDUCING THE RESULT EASY                        BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 TERMLOC2
         COUNT  I
        ROW PCT IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
        COL PCT I                                      E        RBARA    UZ       O        CISCO      TOTAL
        TOT PCT I       1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ20    --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -2.  I     9  I     4  I     2  I    12  I     3  I     8  I     3  I    13  I     1  I     55
  STRONGLY DISAGRE I  16.4  I   7.3  I   3.6  I  21.8  I   5.5  I  14.5  I   5.5  I  23.6  I   1.8  I    6.9
                I   6.3  I   4.1  I   5.4  I   9.9  I   7.0  I   8.1  I   5.2  I   6.8  I   8.3  I
                I   1.1  I   0.5  I   0.2  I   1.5  I   0.4  I   1.0  I   0.4  I   1.6  I   0.1  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -1.  I    32  I    26  I     6  I    19  I     6  I    13  I    11  I    45  I     2  I    160
  DISAGREE      I  20.0  I  16.3  I   3.8  I  11.9  I   3.8  I   8.1  I   6.9  I  28.1  I   1.3  I   20.0
                I  22.2  I  26.8  I  16.2  I  15.7  I  14.0  I  13.1  I  19.0  I  23.6  I  16.7  I
                I   4.0  I   3.2  I   0.7  I   2.4  I   0.7  I   1.6  I   1.4  I   5.6  I   0.2  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            0.  I    50  I    27  I    13  I    34  I    10  I    30  I    17  I    39  I     3  I    223
  NEITHER A OR D I  22.4  I  12.1  I   5.8  I  15.2  I   4.5  I  13.5  I   7.6  I  17.5  I   1.3  I   27.8
                I  34.7  I  27.8  I  35.1  I  28.1  I  23.3  I  30.3  I  29.3  I  20.4  I  25.0  I
                I   6.2  I   3.4  I   1.6  I   4.2  I   1.2  I   3.7  I   2.1  I   4.9  I   0.4  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            1.  I    38  I    23  I     9  I    39  I    18  I    28  I    20  I    65  I     5  I    245
  AGREE         I  15.5  I   9.4  I   3.7  I  15.9  I   7.3  I  11.4  I   8.2  I  26.5  I   2.0  I   30.5
                I  26.4  I  23.7  I  24.3  I  32.2  I  41.9  I  28.3  I  34.5  I  34.0  I  41.7  I
                I   4.7  I   2.9  I   1.1  I   4.9  I   2.2  I   3.5  I   2.5  I   8.1  I   0.6  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            2.  I    15  I    17  I     7  I    17  I     6  I    20  I     7  I    29  I     1  I    119
  STRONGLY AGREE I  12.6  I  14.3  I   5.9  I  14.3  I   5.0  I  16.8  I   5.9  I  24.4  I   0.8  I   14.8
                I  10.4  I  17.5  I  18.9  I  14.0  I  14.0  I  20.2  I  12.1  I  15.2  I   8.3  I
                I   1.9  I   2.1  I   0.9  I   2.1  I   0.7  I   2.5  I   0.9  I   3.6  I   0.1  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN      144       97       37      121       43       99       58      191       12      802
          TOTAL     18.0     12.1      4.6     15.1      5.4     12.3      7.2     23.8      1.5    100.0

   8 OUT OF    45 ( 17.8%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.823
CHI SQUARE =     31.21825 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.5059
PEARSON'S R = 0.04292  SIGNIFICANCE =  0.1124

NUMBER OF MISSING OBSERVATIONS =      457
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LIBRARY LOCATION XTABS                                                  04/20/83       PAGE   39

FILE    FINAL     (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   RQ21     UNDERSTAND SCREEN EXPLANATIONS DIFF           BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 TERMLOC2
         COUNT  I
        ROW PCT IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
        COL PCT I                                       E        RBARA    UZ       O        CISCO       TOTAL
        TOT PCT I       1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ21    --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -2.  I    72  I    48  I    22  I    60  I    21  I    47  I    28  I    84  I     4  I    386
  STRONGLY DISAGRE I 18.7 I  12.4 I   5.7 I  15.5 I   5.4 I  12.2 I   7.3 I  21.8 I   1.0 I   43.1
                I  43.6  I  44.4  I  55.0  I  46.9  I  44.7  I  40.2  I  40.0  I  41.0  I  26.7  I
                I   8.0  I   5.4  I   2.5  I   6.7  I   2.3  I   5.3  I   3.1  I   9.4  I   0.4  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -1.  I    65  I    42  I     8  I    50  I    16  I    52  I    29  I    83  I     8  I    353
  DISAGREE      I  18.4  I  11.9  I   2.3  I  14.2  I   4.5  I  14.7  I   8.2  I  23.5  I   2.3  I   39.4
                I  39.4  I  38.9  I  20.0  I  39.1  I  34.0  I  44.4  I  41.4  I  40.5  I  53.3  I
                I   7.3  I   4.7  I   0.9  I   5.6  I   1.8  I   5.8  I   3.2  I   9.3  I   0.9  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            0.  I    12  I     9  I     5  I    10  I     7  I     9  I     5  I    19  I     1  I     77
  NEITHER A OR D I  15.6 I  11.7  I   6.5  I  13.0  I   9.1  I  11.7  I   6.5  I  24.7  I   1.3  I    8.6
                I   7.3  I   8.3  I  12.5  I   7.8  I  14.9  I   7.7  I   7.1  I   9.3  I   6.7  I
                I   1.3  I   1.0  I   0.6  I   1.1  I   0.8  I   1.0  I   0.6  I   2.1  I   0.1  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            1.  I    13  I     5  I     4  I     3  I     1  I     4  I     6  I    10  I     0  I     46
  AGREE         I  28.3  I  10.9  I   8.7  I   6.5  I   2.2  I   8.7  I  13.0  I  21.7  I   0.0  I    5.1
                I   7.9  I   4.6  I  10.0  I   2.3  I   2.1  I   3.4  I   8.6  I   4.9  I   0.0  I
                I   1.5  I   0.6  I   0.4  I   0.3  I   0.1  I   0.4  I   0.7  I   1.1  I   0.0  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            2.  I     3  I     4  I     1  I     5  I     2  I     5  I     2  I     9  I     2  I     33
  STRONGLY AGREE I   9.1 I  12.1  I   3.0  I  15.2  I   6.1  I  15.2  I   6.1  I  27.3  I   6.1  I    3.7
                I   1.8  I   3.7  I   2.5  I   3.9  I   4.3  I   4.3  I   2.9  I   4.4  I  13.3  I
                I   0.3  I   0.4  I   0.1  I   0.6  I   0.2  I   0.6  I   0.2  I   1.0  I   0.2  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
        COLUMN      165      108       40      128       47      117       70      205       15       895
         TOTAL     18.4     12.1      4.5     14.3      5.3     13.1      7.8     22.9      1.7     100.0

    14 OUT OF    45 ( 31.1%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.553
CHI SQUARE =    29.15417 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.6113
PEARSON'S R = 0.03749  SIGNIFICANCE =  0.1313

NUMBER OF MISSING OBSERVATIONS =      364
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LIBRARY LOCATION XTABS                                                       04/20/83      PAGE   40

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
   RQ22      USING CODES OR ABBREVIATIONS EASY                BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

               TERMLOC2
        COUNT  I
      ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
      COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
      TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ22          --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          -2.  I     6  I     5  I     0  I     4  I     1  I     6  I     1  I     5  I     2  I     30
  STRONGLY DISAGRE I  20.0  I  16.7  I   0.0  I  13.3  I   3.3  I  20.0  I   3.3  I  16.7  I   6.7  I    3.7
               I   3.9  I   5.4  I   0.0  I   3.5  I   2.3  I   6.0  I   1.7  I   2.7  I  13.3  I
               I   0.7  I   0.6  I   0.0  I   0.5  I   0.1  I   0.7  I   0.1  I   0.6  I   0.2  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          -1.  I    21  I     8  I     3  I    12  I     5  I     9  I    13  I    18  I     0  I     89
  DISAGREE     I  23.6  I   9.0  I   3.4  I  13.5  I   5.6  I  10.1  I  14.6  I  20.2  I   0.0  I   11.1
               I  13.8  I   8.6  I   8.1  I  10.5  I  11.6  I   9.0  I  21.7  I   9.6  I   0.0  I
               I   2.6  I   1.0  I   0.4  I   1.5  I   0.6  I   1.1  I   1.6  I   2.2  I   0.0  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           0.  I    37  I    26  I     9  I    36  I     8  I    26  I    12  I    47  I     2  I    203
  NEITHER A OR D I  18.2  I  12.8  I   4.4  I  17.7  I   3.9  I  12.8  I   5.9  I  23.2  I   1.0  I   25.3
               I  24.3  I  28.0  I  24.3  I  31.6  I  18.6  I  26.0  I  20.0  I  25.1  I  13.3  I
               I   4.6  I   3.2  I   1.1  I   4.5  I   1.0  I   3.2  I   1.5  I   5.9  I   0.2  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           1.  I    58  I    33  I    12  I    39  I    14  I    34  I    21  I    70  I     9  I    290
  AGREE        I  20.0  I  11.4  I   4.1  I  13.4  I   4.8  I  11.7  I   7.2  I  24.1  I   3.1  I   36.2
               I  38.2  I  35.5  I  32.4  I  34.2  I  32.6  I  34.0  I  35.0  I  37.4  I  60.0  I
               I   7.2  I   4.1  I   1.5  I   4.9  I   1.7  I   4.2  I   2.6  I   8.7  I   1.1  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           2.  I    30  I    21  I    13  I    23  I    15  I    25  I    13  I    47  I     2  I    189
  STRONGLY AGREE I  15.9  I  11.1  I   6.9  I  12.2  I   7.9  I  13.2  I   6.9  I  24.9  I   1.1  I   23.6
               I  19.7  I  22.6  I  35.1  I  20.2  I  34.9  I  25.0  I  21.7  I  25.1  I  13.3  I
               I   3.7  I   2.6  I   1.6  I   2.9  I   1.9  I   3.1  I   1.6  I   5.9  I   0.2  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
       COLUMN      152       93       37      114       43      100       60      187       15      801
        TOTAL     19.0     11.6      4.6     14.2      5.4     12.5      7.5     23.3      1.9    100.0

   12 OUT OF    45 ( 26.7%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.562
CHI SQUARE =      33.53481 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.3928
PEARSON'S R = 0.03341  SIGNIFICANCE =  0.1725

NUMBER OF MISSING OBSERVATIONS =      458
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LIBRARY LOCATION XTABS                                                      04/20/83        PAGE   41

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    RQ23      UNDERSTANDING CODES OR ABBREV EASY             BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 TERMLOC2
         COUNT  I
       ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
       COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
       TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ23   --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -2.  I     2  I     2  I     0  I     2  I     0  I     3  I     1  I     3  I     2  I      15
  STRONGLY DISAGRE I  13.3  I  13.3  I   0.0  I  13.3  I   0.0  I  20.0  I   6.7  I  20.0  I  13.3  I     1.7
                I   1.3  I   1.9  I   0.0  I   1.6  I   0.0  I   2.7  I   1.5  I   1.5  I  13.3  I
                I   0.2  I   0.2  I   0.0  I   0.2  I   0.0  I   0.3  I   0.1  I   0.3  I   0.2  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -1.  I    10  I     4  I     2  I     7  I     5  I     5  I     5  I    10  I     1  I      49
  DISAGREE      I  20.4  I   8.2  I   4.1  I  14.3  I  10.2  I  10.2  I  10.2  I  20.4  I   2.0  I     5.6
                I   6.3  I   3.8  I   5.3  I   5.5  I  10.0  I   4.5  I   7.6  I   4.9  I   6.7  I
                I   1.1  I   0.5  I   0.2  I   0.8  I   0.6  I   0.6  I   0.6  I   1.1  I   0.1  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            0.  I    28  I    18  I     4  I    27  I     8  I    21  I    11  I    39  I     2  I     158
  NEITHER A OR D I  17.7  I  11.4  I   2.5  I  17.1  I   5.1  I  13.3  I   7.0  I  24.7  I   1.3  I    18.1
                I  17.7  I  17.1  I  10.5  I  21.3  I  16.0  I  18.9  I  16.7  I  19.1  I  13.3  I
                I   3.2  I   2.1  I   0.5  I   3.1  I   0.9  I   2.4  I   1.3  I   4.5  I   0.2  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            1.  I    82  I    55  I    18  I    61  I    23  I    55  I    34  I    99  I     6  I     433
  AGREE         I  18.9  I  12.7  I   4.2  I  14.1  I   5.3  I  12.7  I   7.9  I  22.9  I   1.4  I    49.5
                I  51.9  I  52.4  I  47.4  I  48.0  I  46.0  I  49.5  I  51.5  I  48.5  I  40.0  I
                I   9.4  I   6.3  I   2.1  I   7.0  I   2.6  I   6.3  I   3.9  I  11.3  I   0.7  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            2.  I    36  I    26  I    14  I    30  I    14  I    27  I    15  I    53  I     4  I     219
  STRONGLY AGREE I  16.4  I  11.9  I   6.4  I  13.7  I   6.4  I  12.3  I   6.8  I  24.2  I   1.8  I    25.1
                I  22.8  I  24.8  I  36.8  I  23.6  I  28.0  I  24.3  I  22.7  I  26.0  I  26.7  I
                I   4.1  I   3.0  I   1.6  I   3.4  I   1.6  I   3.1  I   1.7  I   6.1  I   0.5  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
        COLUMN      158      105       38      127       50      111       66      204       15       874
         TOTAL     18.1     12.0      4.3     14.5      5.7     12.7      7.6     23.3      1.7     100.0

   15 OUT OF    45 ( 33.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.257
CHI SQUARE =    24.05592 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.8424
PEARSON'S R =-0.01304  SIGNIFICANCE =  0.3501

NUMBER OF MISSING OBSERVATIONS =      385
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LIBRARY LOCATION XTABS                                                    04/20/83        PAGE   42

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ24      LOCATING CALL NUMBERS DIFFICULT               BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 TERMLOC2
          COUNT  I
        ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
        COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
        TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ24    --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -2.  I    55  I    44  I    13  I    42  I    20  I    41  I    20  I    78  I     5  I   318
  STRONGLY DISAGRE I  17.3  I  13.8  I   4.1  I  13.2  I   6.3  I  12.9  I   6.3  I  24.5  I   1.6  I  36.9
                 I  35.3  I  43.1  I  32.5  I  33.3  I  40.0  I  39.0  I  30.8  I  38.6  I  33.3  I
                 I   6.4  I   5.1  I   1.5  I   4.9  I   2.3  I   4.8  I   2.3  I   9.1  I   0.6  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -1.  I    59  I    35  I    15  I    48  I    10  I    40  I    28  I    73  I     6  I   314
  DISAGREE       I  18.8  I  11.1  I   4.8  I  15.3  I   3.2  I  12.7  I   8.9  I  23.2  I   1.9  I  36.5
                 I  37.8  I  34.3  I  37.5  I  38.1  I  20.0  I  38.1  I  43.1  I  36.1  I  40.0  I
                 I   6.9  I   4.1  I   1.7  I   5.6  I   1.2  I   4.6  I   3.3  I   8.5  I   0.7  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             0.  I    16  I     9  I     6  I    13  I    11  I    11  I    10  I    22  I     3  I   101
  NEITHER A OR D I  15.8  I   8.9  I   5.9  I  12.9  I  10.9  I  10.9  I   9.9  I  21.8  I   3.0  I  11.7
                 I  10.3  I   8.8  I  15.0  I  10.3  I  22.0  I  10.5  I  15.4  I  10.9  I  20.0  I
                 I   1.9  I   1.0  I   0.7  I   1.5  I   1.3  I   1.3  I   1.2  I   2.6  I   0.3  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             1.  I    19  I     9  I     3  I    17  I     6  I     7  I     6  I    23  I     0  I    90
  AGREE          I  21.1  I  10.0  I   3.3  I  18.9  I   6.7  I   7.8  I   6.7  I  25.6  I   0.0  I  10.5
                 I  12.2  I   8.8  I   7.5  I  13.5  I  12.0  I   6.7  I   9.2  I  11.4  I   0.0  I
                 I   2.2  I   1.0  I   0.3  I   2.0  I   0.7  I   0.8  I   0.7  I   2.7  I   0.0  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             2.  I     7  I     5  I     3  I     6  I     3  I     6  I     1  I     6  I     1  I    38
  STRONGLY AGREE I  18.4  I  13.2  I   7.9  I  15.8  I   7.9  I  15.8  I   2.6  I  15.8  I   2.6  I   4.4
                 I   4.5  I   4.9  I   7.5  I   4.8  I   6.0  I   5.7  I   1.5  I   3.0  I   6.7  I
                 I   0.8  I   0.6  I   0.3  I   0.7  I   0.3  I   0.7  I   0.1  I   0.7  I   0.1  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN      156      102       40      126       50      105       65      202       15     861
          TOTAL      18.1     11.8      4.6     14.6      5.8     12.2      7.5     23.5      1.7   100.0

   10 OUT OF    45 ( 22.2%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.662
CHI SQUARE =     25.40318 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.7894
PEARSON'S R =-0.02001  SIGNIFICANCE =  0.2788

NUMBER OF MISSING OBSERVATIONS =      398
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LIBRARY LOCATION XTABS                                                 04/20/83      PAGE  43

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * *
    RQ25      USING TRUNCATION IS EASY                        BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  TERMLOC2
         COUNT   I
        ROW PCT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
        COL PCT  I                                       E        RBARA    UZ       O        CISCO      TOTAL
        TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ25    --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -2.   I     8  I     7  I     6  I     3  I     3  I     8  I     6  I    13  I     1  I     55
  STRONGLY DISAGRE I  14.5  I  12.7  I  10.9  I   5.5  I   5.5  I  14.5  I  10.9  I  23.6  I   1.8  I    7.6
                 I   5.9  I   8.3  I  17.1  I   2.8  I   7.5  I   9.4  I  11.5  I   7.8  I   7.1  I
                 I   1.1  I   1.0  I   0.8  I   0.4  I   0.4  I   1.1  I   0.8  I   1.8  I   0.1  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -1.   I    28  I    17  I     3  I    17  I     4  I    13  I     7  I    35  I     2  I    126
  DISAGREE       I  22.2  I  13.5  I   2.4  I  13.5  I   3.2  I  10.3  I   5.6  I  27.8  I   1.6  I   17.5
                 I  20.6  I  20.2  I   8.6  I  15.6  I  10.0  I  15.3  I  13.5  I  21.1  I  14.3  I
                 I   3.9  I   2.4  I   0.4  I   2.4  I   0.6  I   1.8  I   1.0  I   4.9  I   0.3  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            0.   I    43  I    32  I    10  I    39  I    20  I    32  I    19  I    42  I     4  I    241
  NEITHER A OR D I  17.8  I  13.3  I   4.1  I  16.2  I   8.3  I  13.3  I   7.9  I  17.4  I   1.7  I   33.4
                 I  31.6  I  38.1  I  28.6  I  35.8  I  50.0  I  37.6  I  36.5  I  25.3  I  28.6  I
                 I   6.0  I   4.4  I   1.4  I   5.4  I   2.8  I   4.4  I   2.6  I   5.8  I   0.6  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            1.   I    41  I    14  I    11  I    33  I     9  I    22  I    13  I    49  I     5  I    197
  AGREE          I  20.8  I   7.1  I   5.6  I  16.8  I   4.6  I  11.2  I   6.6  I  24.9  I   2.5  I   27.3
                 I  30.1  I  16.7  I  31.4  I  30.3  I  22.5  I  25.9  I  25.0  I  29.5  I  35.7  I
                 I   5.7  I   1.9  I   1.5  I   4.6  I   1.2  I   3.1  I   1.8  I   6.8  I   0.7  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            2.   I    16  I    14  I     5  I    17  I     4  I    10  I     7  I    27  I     2  I    102
  STRONGLY AGREE I  15.7  I  13.7  I   4.9  I  16.7  I   3.9  I   9.8  I   6.9  I  26.5  I   2.0  I   14.1
                 I  11.8  I  16.7  I  14.3  I  15.6  I  10.0  I  11.8  I  13.5  I  16.3  I  14.3  I
                 I   2.2  I   1.9  I   0.7  I   2.4  I   0.6  I   1.4  I   1.0  I   3.7  I   0.3  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN      136       84       35      109       40       85       52      166       14       721
         TOTAL      18.9     11.7      4.9     15.1      5.5     11.8      7.2     23.0      1.9     100.0

     9 OUT OF    45 ( 20.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.068
CHI SQUARE =     32.24260 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.4548
PEARSON'S R = 0.01068  SIGNIFICANCE =  0.3873

NUMBER OF MISSING OBSERVATIONS =      538
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LIBRARY LOCATION XTABS                                                 04/20/83        PAGE   44

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
    RQ26      USING BOOLEAN OPERATORS DIFF                   BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TERMLOC2
           COUNT  I
         ROW PCT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
         COL PCT  I                                       E        RBARA    UZ       O        CISCO       TOTAL
         TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ26     --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             -2.  I    29  I    22  I     7  I    30  I     9  I    29  I    10  I    60  I     2  I    198
  STRONGLY DISAGRE I  14.6  I  11.1  I   3.5  I  15.2  I   4.5  I  14.6  I   5.1  I  30.3  I   1.0  I   26.2
                  I  21.0  I  24.7  I  20.0  I  28.0  I  21.4  I  29.6  I  17.9  I  33.7  I  15.4  I
                  I   3.8  I   2.9  I   0.9  I   4.0  I   1.2  I   3.8  I   1.3  I   7.9  I   0.3  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             -1.  I    45  I    24  I    11  I    34  I    12  I    25  I    21  I    52  I     4  I    228
  DISAGREE        I  19.7  I  10.5  I   4.8  I  14.9  I   5.3  I  11.0  I   9.2  I  22.8  I   1.8  I   30.2
                  I  32.6  I  27.0  I  31.4  I  31.8  I  28.6  I  25.5  I  37.5  I  29.2  I  30.8  I
                  I   6.0  I   3.2  I   1.5  I   4.5  I   1.6  I   3.3  I   2.8  I   6.9  I   0.5  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              0.  I    27  I    23  I     8  I    26  I    13  I    23  I    13  I    33  I     4  I    170
  NEITHER A OR D  I  15.9  I  13.5  I   4.7  I  15.3  I   7.6  I  13.5  I   7.6  I  19.4  I   2.4  I   22.5
                  I  19.6  I  25.8  I  22.9  I  24.3  I  31.0  I  23.5  I  23.2  I  18.5  I  30.8  I
                  I   3.6  I   3.0  I   1.1  I   3.4  I   1.7  I   3.0  I   1.7  I   4.4  I   0.5  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              1.  I    26  I    12  I     7  I    12  I     4  I    12  I     8  I    18  I     2  I    101
  AGREE           I  25.7  I  11.9  I   6.9  I  11.9  I   4.0  I  11.9  I   7.9  I  17.8  I   2.0  I   13.4
                  I  18.8  I  13.5  I  20.0  I  11.2  I   9.5  I  12.2  I  14.3  I  10.1  I  15.4  I
                  I   3.4  I   1.6  I   0.9  I   1.6  I   0.5  I   1.6  I   1.1  I   2.4  I   0.3  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              2.  I    11  I     8  I     2  I     5  I     4  I     9  I     4  I    15  I     1  I     59
  STRONGLY AGREE  I  18.6  I  13.6  I   3.4  I   8.5  I   6.8  I  15.3  I   6.8  I  25.4  I   1.7  I    7.8
                  I   8.0  I   9.0  I   5.7  I   4.7  I   9.5  I   9.2  I   7.1  I   8.4  I   7.7  I
                  I   1.5  I   1.1  I   0.3  I   0.7  I   0.5  I   1.2  I   0.5  I   2.0  I   0.1  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          COLUMN      138       89       35      107       42       98       56      178       13      756
           TOTAL     18.3     11.8      4.6     14.2      5.6     13.0      7.4     23.5      1.7    100.0

     9 OUT OF    45 ( 20.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.015
CHI SQUARE =    24.35472 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.8313
PEARSON'S R =-0.06412  SIGNIFICANCE =  0.0390

NUMBER OF MISSING OBSERVATIONS =      503
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LIBRARY LOCATION XTABS                                                        04/20/83       PAGE   45

FILE    FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    RQ27       REM ING EXACT SEQ OF COMM EASY                BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE   1 OF   1

                   TERMLOC2
             COUNT I
           ROW PCT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
           COL PCT I                                    E        RBARA    UZ       O        CISCO       TOTAL
           TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ27       --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -2.  I      7 I      3 I      3 I      6 I      3 I      4 I      2 I      7 I      1 I      36
  STRONGLY DISAGRE I   19.4 I    8.3 I    8.3 I   16.7 I    8.3 I   11.1 I    5.6 I   19.4 I    2.8 I     4.6
                   I    4.8 I    3.1 I    8.1 I    5.2 I    6.3 I    4.1 I    3.4 I    4.0 I    7.7 I
                   I    0.9 I    0.4 I    0.4 I    0.8 I    0.4 I    0.5 I    0.3 I    0.9 I    0.1 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -1.  I     31 I     15 I      9 I     21 I      5 I     13 I     12 I     27 I      4 I     137
  DISAGREE         I   22.6 I   10.9 I    6.6 I   15.3 I    3.6 I    9.5 I    8.8 I   19.7 I    2.9 I    17.4
                   I   21.2 I   15.5 I   24.3 I   18.1 I   10.4 I   13.4 I   20.3 I   15.3 I   30.8 I
                   I    3.9 I    1.9 I    1.1 I    2.7 I    0.6 I    1.6 I    1.5 I    3.4 I    0.5 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               0.  I     37 I     28 I      5 I     24 I     19 I     19 I     14 I     39 I      2 I     187
  NEITHER A OR D   I   19.8 I   15.0 I    2.7 I   12.8 I   10.2 I   10.2 I    7.5 I   20.9 I    1.1 I    23.7
                   I   25.3 I   28.9 I   13.5 I   20.7 I   39.6 I   19.6 I   23.7 I   22.2 I   15.4 I
                   I    4.7 I    3.5 I    0.6 I    3.0 I    2.4 I    2.4 I    1.8 I    4.9 I    0.3 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               1.  I     52 I     35 I     13 I     45 I     12 I     41 I     19 I     65 I      4 I     286
  AGREE            I   18.2 I   12.2 I    4.5 I   15.7 I    4.2 I   14.3 I    6.6 I   22.7 I    1.4 I    36.2
                   I   35.6 I   36.1 I   35.1 I   38.8 I   25.0 I   42.3 I   32.2 I   36.9 I   30.8 I
                   I    6.6 I    4.4 I    1.6 I    5.7 I    1.5 I    5.2 I    2.4 I    8.2 I    0.5 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               2.  I     19 I     16 I      7 I     20 I      9 I     20 I     12 I     38 I      2 I     143
  STRONGLY AGREE   I   13.3 I   11.2 I    4.9 I   14.0 I    6.3 I   14.0 I    8.4 I   26.6 I    1.4 I    18.1
                   I   13.0 I   16.5 I   18.9 I   17.2 I   18.8 I   20.6 I   20.3 I   21.6 I   15.4 I
                   I    2.4 I    2.0 I    0.9 I    2.5 I    1.1 I    2.5 I    1.5 I    4.8 I    0.3 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN      146       97       37      116       48       97       59      176       13        789
             TOTAL     18.5     12.3      4.7     14.7      6.1     12.3      7.5     22.3      1.6      100.0

   10 OUT OF     45 ( 22.2%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.593
CHI SQUARE =      26.31102 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.7497
PEARSON'S R = 0.06580  SIGNIFICANCE =  0.0323

NUMBER OF MISSING OBSERVATIONS =      470
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FILE    FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ28      UNDERSTANDING INITIAL SCREEN INSTR DIFF      BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  TERMLOC2
            COUNT I
          ROW PCT IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
          COL PCT I                                       E        RBARA    UZ       O        CISCO       TOTAL
          TOT PCT I     1.I     2.I     3.I     4.I     5.I     6.I     7.I     8.I     9.I
RQ28      --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -2. I    63  I    42  I    14  I    58  I    21  I    52  I    23  I    81  I     4  I    358
  STRONGLY DISAGRE I  17.6  I  11.7  I   3.9  I  16.2  I   5.9  I  14.5  I   6.4  I  22.6  I   1.1  I   41.4
                  I  40.1  I  38.2  I  36.8  I  46.8  I  43.8  I  45.6  I  34.8  I  41.8  I  28.6  I
                  I   7.3  I   4.9  I   1.6  I   6.7  I   2.4  I   6.0  I   2.7  I   9.4  I   0.5  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -1. I    67  I    52  I    11  I    47  I    15  I    44  I    28  I    75  I     7  I    346
  DISAGREE        I  19.4  I  15.0  I   3.2  I  13.6  I   4.3  I  12.7  I   8.1  I  21.7  I   2.0  I   40.0
                  I  42.7  I  47.3  I  28.9  I  37.9  I  31.3  I  38.6  I  42.4  I  38.7  I  50.0  I
                  I   7.7  I   6.0  I   1.3  I   5.4  I   1.7  I   5.1  I   3.2  I   8.7  I   0.8  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               0. I    15  I    10  I     8  I    11  I     6  I     6  I     9  I    16  I     1  I     82
  NEITHER A OR D  I  18.3  I  12.2  I   9.8  I  13.4  I   7.3  I   7.3  I  11.0  I  19.5  I   1.2  I    9.5
                  I   9.6  I   9.1  I  21.1  I   8.9  I  12.5  I   5.3  I  13.6  I   8.2  I   7.1  I
                  I   1.7  I   1.2  I   0.9  I   1.3  I   0.7  I   0.7  I   1.0  I   1.8  I   0.1  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               1. I     7  I     5  I     3  I     5  I     1  I     8  I     3  I    12  I     1  I     45
  AGREE           I  15.6  I  11.1  I   6.7  I  11.1  I   2.2  I  17.8  I   6.7  I  26.7  I   2.2  I    5.2
                  I   4.5  I   4.5  I   7.9  I   4.0  I   2.1  I   7.0  I   4.5  I   6.2  I   7.1  I
                  I   0.8  I   0.6  I   0.3  I   0.6  I   0.1  I   0.9  I   0.3  I   1.4  I   0.1  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               2. I     5  I     1  I     2  I     3  I     5  I     4  I     3  I    10  I     1  I     34
  STRONGLY AGREE  I  14.7  I   2.9  I   5.9  I   8.8  I  14.7  I  11.8  I   8.8  I  29.4  I   2.9  I    3.9
                  I   3.2  I   0.9  I   5.3  I   2.4  I  10.4  I   3.5  I   4.5  I   5.2  I   7.1  I
                  I   0.6  I   0.1  I   0.2  I   0.3  I   0.6  I   0.5  I   0.3  I   1.2  I   0.1  I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           COLUMN      157      110       38      124       48      114       66      194       14      865
            TOTAL     18.2     12.7      4.4     14.3      5.5     13.2      7.6     22.4      1.6    100.0

    14 OUT OF     45 ( 31.1%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.550
CHI SQUARE =     30.64290 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.5352
PEARSON'S R = 0.03457  SIGNIFICANCE =  0.1549

NUMBER OF MISSING OBSERVATIONS =       394
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LIBRARY LOCATION XTABS                                                             04/20/83        PAGE   47

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   RQ29     UNDERSTANDING SINGLE BOOK DISPLAY EASY        BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  TERMLOC2
          COUNT  I
        ROW PCT  IBERKELEY DAVIS     IRVINE   LA         RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
        COL PCT  I                                       E        RBARA    UZ       O        CISCO      TOTAL
        TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ29    ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -2.  I     3  I     4  I     1  I     1  I     2  I     5  I     1  I     6  I     1  I     24
  STRONGLY DISAGRE I  12.5  I  16.7  I   4.2  I   4.2  I   8.3  I  20.8  I   4.2  I  25.0  I   4.2  I    2.8
                 I   2.0  I   3.6  I   2.6  I   0.8  I   4.3  I   4.4  I   1.5  I   3.2  I   6.7  I
                 I   0.4  I   0.5  I   0.1  I   0.1  I   0.2  I   0.6  I   0.1  I   0.7  I   0.1  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -1.  I     9  I     5  I     2  I     5  I     1  I     8  I     2  I     6  I     0  I     38
  DISAGREE       I  23.7  I  13.2  I   5.3  I  13.2  I   2.6  I  21.1  I   5.3  I  15.8  I   0.0  I    4.5
                 I   6.1  I   4.5  I   5.3  I   4.2  I   2.1  I   7.1  I   2.9  I   3.2  I   0.0  I
                 I   1.1  I   0.6  I   0.2  I   0.6  I   0.1  I   0.9  I   0.2  I   0.7  I   0.0  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             0.  I    15  I    13  I     5  I     9  I     9  I     7  I     7  I    17  I     0  I     82
  NEITHER A OR D I  18.3  I  15.9  I   6.1  I  11.0  I  11.0  I   8.5  I   8.5  I  20.7  I   0.0  I    9.7
                 I  10.1  I  11.7  I  13.2  I   7.6  I  19.1  I   6.2  I  10.3  I   9.0  I   0.0  I
                 I   1.8  I   1.5  I   0.6  I   1.1  I   1.1  I   0.8  I   0.8  I   2.0  I   0.0  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             1.  I    77  I    46  I    14  I    59  I    18  I    51  I    34  I    94  I    11  I    404
  AGREE          I  19.1  I  11.4  I   3.5  I  14.6  I   4.5  I  12.6  I   8.4  I  23.3  I   2.7  I   47.6
                 I  52.0  I  41.4  I  36.8  I  49.6  I  38.3  I  45.1  I  50.0  I  49.7  I  73.3  I
                 I   9.1  I   5.4  I   1.7  I   7.0  I   2.1  I   6.0  I   4.0  I  11.1  I   1.3  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             2.  I    44  I    43  I    16  I    45  I    17  I    42  I    24  I    66  I     3  I    300
  STRONGLY AGREE I  14.7  I  14.3  I   5.3  I  15.0  I   5.7  I  14.0  I   8.0  I  22.0  I   1.0  I   35.4
                 I  29.7  I  38.7  I  42.1  I  37.8  I  36.2  I  37.2  I  35.3  I  34.9  I  20.0  I
                 I   5.2  I   5.1  I   1.9  I   5.3  I   2.0  I   5.0  I   2.8  I   7.8  I   0.4  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN       148      111       38      119       47      113       68      189       15      848
          TOTAL      17.5     13.1      4.5     14.0      5.5     13.3      8.0     22.3      1.8    100.0

   16 OUT OF     45 ( 35.6%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.425
CHI SQUARE =     28.09224 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.6648
PEARSON'S R = 0.01821   SIGNIFICANCE =  0.2982

NUMBER OF MISSING OBSERVATIONS =      411
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LIBRARY LOCATION XTABS                                                    04/20/83        PAGE   48

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ30      UNDERSTANDING MULTIPLE BOOK DISPLAY DIFF      BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

               TERMLOC2
         COUNT  I
         ROW PCT IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
         COL PCT I                                       E        RBARA    UZ       O        CISCO     TOTAL
         TOT PCT I       1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ30     --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             -2. I    34  I    35  I    15  I    34  I    10  I    39  I    16  I    49  I     3  I   235
  STRONGLY DISAGRE I  14.5  I  14.9  I   6.4  I  14.5  I   4.3  I  16.6  I   6.8  I  20.9  I   1.3  I  28.5
                 I  23.1  I  32.4  I  40.5  I  29.3  I  21.7  I  37.1  I  24.6  I  26.5  I  20.0  I
                 I   4.1  I   4.2  I   1.8  I   4.1  I   1.2  I   4.7  I   1.9  I   5.9  I   0.4  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             -1. I    70  I    45  I    13  I    57  I    26  I    48  I    31  I    92  I     7  I   389
  DISAGREE       I  18.0  I  11.6  I   3.3  I  14.7  I   6.7  I  12.3  I   8.0  I  23.7  I   1.8  I  47.2
                 I  47.6  I  41.7  I  35.1  I  49.1  I  56.5  I  45.7  I  47.7  I  49.7  I  46.7  I
                 I   8.5  I   5.5  I   1.6  I   6.9  I   3.2  I   5.8  I   3.8  I  11.2  I   0.8  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              0. I    25  I    17  I     4  I    19  I     7  I     8  I    11  I    28  I     1  I   120
  NEITHER A OR D I  20.8  I  14.2  I   3.3  I  15.8  I   5.8  I   6.7  I   9.2  I  23.3  I   0.8  I  14.6
                 I  17.0  I  15.7  I  10.8  I  16.4  I  15.2  I   7.6  I  16.9  I  15.1  I   6.7  I
                 I   3.0  I   2.1  I   0.5  I   2.3  I   0.8  I   1.0  I   1.3  I   3.4  I   0.1  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              1. I    11  I     8  I     2  I     4  I     1  I     7  I     6  I     7  I     2  I    48
  AGREE          I  22.9  I  16.7  I   4.2  I   8.3  I   2.1  I  14.6  I  12.5  I  14.6  I   4.2  I   5.8
                 I   7.5  I   7.4  I   5.4  I   3.4  I   2.2  I   6.7  I   9.2  I   3.8  I  13.3  I
                 I   1.3  I   1.0  I   0.2  I   0.5  I   0.1  I   0.8  I   0.7  I   0.8  I   0.2  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              2. I     7  I     3  I     3  I     2  I     2  I     3  I     1  I     9  I     2  I    32
  STRONGLY AGREE I  21.9  I   9.4  I   9.4  I   6.3  I   6.3  I   9.4  I   3.1  I  28.1  I   6.3  I   3.9
                 I   4.8  I   2.8  I   8.1  I   1.7  I   4.3  I   2.9  I   1.5  I   4.9  I  13.3  I
                 I   0.8  I   0.4  I   0.4  I   0.2  I   0.2  I   0.4  I   0.1  I   1.1  I   0.2  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN      147      108       37      116       46      105       65      185       15      824
         TOTAL      17.8     13.1      4.5     14.1      5.6     12.7      7.9     22.5      1.8    100.0

    13 OUT OF    45 ( 28.9%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.583
CHI SQUARE =     33.69267 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.3855
PEARSON'S R =-0.01483  SIGNIFICANCE =  0.3353

NUMBER OF MISSING OBSERVATIONS =      435
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LIBRARY LOCATION XTABS                                                   04/20/83        PAGE   49

FILE    FINAL     (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    RQ31      INTERRUPTING-STOPPING THE DISPLAY EASY      BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  TERMLOC2
             COUNT I
           ROW PCT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
           COL PCT I                                    E        RBARA    UZ       O        CISCO      TOTAL
           TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ31       --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               -2. I     10 I      9 I      7 I     12 I      5 I     14 I     10 I     22 I      2 I     91
  STRONGLY DISAGRE I   11.0 I    9.9 I    7.7 I   13.2 I    5.5 I   15.4 I   11.0 I   24.2 I    2.2 I   11.4
                   I    6.8 I    8.8 I   18.4 I   10.5 I   11.9 I   14.1 I   16.4 I   12.3 I   14.3 I
                   I    1.3 I    1.1 I    0.9 I    1.5 I    0.6 I    1.8 I    1.3 I    2.8 I    0.3 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               -1. I     36 I     21 I      6 I     18 I      5 I     17 I      9 I     44 I      0 I    156
  DISAGREE         I   23.1 I   13.5 I    3.8 I   11.5 I    3.2 I   10.9 I    5.8 I   28.2 I    0.0 I   19.6
                   I   24.5 I   20.6 I   15.8 I   15.8 I   11.9 I   17.2 I   14.8 I   24.6 I    0.0 I
                   I    4.5 I    2.6 I    0.8 I    2.3 I    0.6 I    2.1 I    1.1 I    5.5 I    0.0 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                0. I     24 I     14 I      4 I     23 I      8 I     10 I      9 I     25 I      5 I    122
  NEITHER A OR D   I   19.7 I   11.5 I    3.3 I   18.9 I    6.6 I    8.2 I    7.4 I   20.5 I    4.1 I   15.3
                   I   16.3 I   13.7 I   10.5 I   20.2 I   19.0 I   10.1 I   14.8 I   14.0 I   35.7 I
                   I    3.0 I    1.8 I    0.5 I    2.9 I    1.0 I    1.3 I    1.1 I    3.1 I    0.6 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                1. I     49 I     31 I     16 I     39 I     11 I     34 I     20 I     49 I      5 I    254
  AGREE            I   19.3 I   12.2 I    6.3 I   15.4 I    4.3 I   13.4 I    7.9 I   19.3 I    2.0 I   31.9
                   I   33.3 I   30.4 I   42.1 I   34.2 I   26.2 I   34.3 I   32.8 I   27.4 I   35.7 I
                   I    6.2 I    3.9 I    2.0 I    4.9 I    1.4 I    4.3 I    2.5 I    6.2 I    0.6 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                2. I     28 I     27 I      5 I     22 I     13 I     24 I     13 I     39 I      2 I    173
  STRONGLY AGREE   I   16.2 I   15.6 I    2.9 I   12.7 I    7.5 I   13.9 I    7.5 I   22.5 I    1.2 I   21.7
                   I   19.0 I   26.5 I   13.2 I   19.3 I   31.0 I   24.2 I   21.3 I   21.8 I   14.3 I
                   I    3.5 I    3.4 I    0.6 I    2.8 I    1.6 I    3.0 I    1.6 I    4.9 I    0.3 I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN       147      102       38      114       42       99       61      179       14      796
             TOTAL      18.5     12.8      4.8     14.3      5.3     12.4      7.7     22.5      1.8    100.0

    7 OUT OF    45 ( 15.6%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.601
CHI SQUARE =     35.14482 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =   0.3214
PEARSON'S R =-0.03236   SIGNIFICANCE =   0.1809

NUMBER OF MISSING OBSERVATIONS =       463
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LIBRARY LOCATION XTABS                                                       04/20/83        PAGE   50

FILE    FINAL     (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    RQ32       TYPING IN EXACT SPELLING IS DIFF                BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE   1 OF   1

                     TERMLOC2
            COUNT   I
            ROW PCT IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
            COL PCT I                                       E        RBARA    UZ       O        CISCO       TOTAL
            TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ32        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -2.   I    38  I    29  I    11  I    24  I    15  I    35  I    11  I    36  I     2  I    201
  STRONGLY DISAGRE  I  18.9  I  14.4  I   5.5  I  11.9  I   7.5  I  17.4  I   5.5  I  17.9  I   1.0  I   23.5
                    I  24.4  I  26.4  I  29.7  I  20.0  I  31.3  I  31.0  I  16.7  I  19.0  I  13.3  I
                    I   4.4  I   3.4  I   1.3  I   2.8  I   1.8  I   4.1  I   1.3  I   4.2  I   0.2  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -1.   I    50  I    39  I     6  I    44  I    10  I    40  I    16  I    62  I     5  I    272
  DISAGREE          I  18.4  I  14.3  I   2.2  I  16.2  I   3.7  I  14.7  I   5.9  I  22.8  I   1.8  I   31.9
                    I  32.1  I  35.5  I  16.2  I  36.7  I  20.8  I  35.4  I  24.2  I  32.8  I  33.3  I
                    I   5.9  I   4.6  I   0.7  I   5.2  I   1.2  I   4.7  I   1.9  I   7.3  I   0.6  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               0.   I    28  I    17  I     8  I    22  I    10  I    17  I    20  I    38  I     1  I    161
  NEITHER A OR D    I  17.4  I  10.6  I   5.0  I  13.7  I   6.2  I  10.6  I  12.4  I  23.6  I   0.6  I   18.9
                    I  17.9  I  15.5  I  21.6  I  18.3  I  20.8  I  15.0  I  30.3  I  20.1  I   6.7  I
                    I   3.3  I   2.0  I   0.9  I   2.6  I   1.2  I   2.0  I   2.3  I   4.4  I   0.1  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               1.   I    30  I    17  I     8  I    26  I     9  I    17  I    16  I    36  I     4  I    163
  AGREE             I  18.4  I  10.4  I   4.9  I  16.0  I   5.5  I  10.4  I   9.8  I  22.1  I   2.5  I   19.1
                    I  19.2  I  15.5  I  21.6  I  21.7  I  18.8  I  15.0  I  24.2  I  19.0  I  26.7  I
                    I   3.5  I   2.0  I   0.9  I   3.0  I   1.1  I   2.0  I   1.9  I   4.2  I   0.5  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               2.   I    10  I     8  I     4  I     4  I     4  I     4  I     3  I    17  I     3  I     57
  STRONGLY AGREE    I  17.5  I  14.0  I   7.0  I   7.0  I   7.0  I   7.0  I   5.3  I  29.8  I   5.3  I    6.7
                    I   6.4  I   7.3  I  10.8  I   3.3  I   8.3  I   3.5  I   4.5  I   9.0  I  20.0  I
                    I   1.2  I   0.9  I   0.5  I   0.5  I   0.5  I   0.5  I   0.4  I   2.0  I   0.4  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           COLUMN       156      110       37      120       48      113       66      189       15       854
            TOTAL      18.3     12.9      4.3     14.1      5.6     13.2      7.7     22.1      1.8     100.0

    8 OUT OF     45 ( 17.8%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.001
CHI SQUARE =    39.14520 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.1798
PEARSON'S R = 0.05224  SIGNIFICANCE =  0.0636

NUMBER OF MISSING OBSERVATIONS =      405
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LIBRARY LOCATION XTABS                                                         04/20/83        PAGE   51

FILE    FINAL     (CREATION DATE = 08/03/32)

* * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * * *
    RQ33      KNOWING WHAT IS INCLUDED EASY                         BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                   TERMLOC2
            COUNT I
          ROW PCT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
          COL PCT I                                    E        RBARA    UZ       O        CISCO      TOTAL
          TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ33      --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -2. I     16 I      8 I      3 I     12 I      5 I     15 I      9 I     18 I      2 I     88
 STRONGLY DISAGRE I   18.2 I    9.1 I    3.4 I   13.6 I    5.7 I   17.0 I   10.2 I   20.5 I    2.3 I   11.1
                  I   11.3 I    7.7 I    8.1 I   10.4 I   11.1 I   14.9 I   14.1 I   10.3 I   15.4 I
                  I    2.0 I    1.0 I    0.4 I    1.5 I    0.6 I    1.9 I    1.1 I    2.3 I    0.3 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -1. I     45 I     33 I     12 I     34 I     13 I     32 I     20 I     57 I      1 I    247
 DISAGREE         I   18.2 I   13.4 I    4.9 I   13.8 I    5.3 I   13.0 I    8.1 I   23.1 I    0.4 I   31.0
                  I   31.7 I   31.7 I   32.4 I   29.6 I   28.9 I   31.7 I   31.3 I   32.6 I    7.7 I
                  I    5.7 I    4.1 I    1.5 I    4.3 I    1.6 I    4.0 I    2.5 I    7.2 I    0.1 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               0. I     40 I     34 I      9 I     36 I     12 I     30 I     15 I     38 I      3 I    217
 NEITHER A OR D   I   18.4 I   15.7 I    4.1 I   16.6 I    5.5 I   13.8 I    6.9 I   17.5 I    1.4 I   27.3
                  I   28.2 I   32.7 I   24.3 I   31.3 I   26.7 I   29.7 I   23.4 I   21.7 I   23.1 I
                  I    5.0 I    4.3 I    1.1 I    4.5 I    1.5 I    3.8 I    1.9 I    4.8 I    0.4 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               1. I     33 I     18 I      8 I     24 I      9 I     19 I     12 I     43 I      5 I    171
 AGREE            I   19.3 I   10.5 I    4.7 I   14.0 I    5.3 I   11.1 I    7.0 I   25.1 I    2.9 I   21.5
                  I   23.2 I   17.3 I   21.6 I   20.9 I   20.0 I   18.8 I   18.8 I   24.6 I   38.5 I
                  I    4.1 I    2.3 I    1.0 I    3.0 I    1.1 I    2.4 I    1.5 I    5.4 I    0.6 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               2. I      8 I     11 I      5 I      9 I      6 I      5 I      8 I     19 I      2 I     73
 STRONGLY AGREE   I   11.0 I   15.1 I    6.8 I   12.3 I    8.2 I    6.8 I   11.0 I   26.0 I    2.7 I    9.2
                  I    5.6 I   10.6 I   13.5 I    7.8 I   13.3 I    5.0 I   12.5 I   10.9 I   15.4 I
                  I    1.0 I    1.4 I    0.6 I    1.1 I    0.8 I    0.6 I    1.0 I    2.4 I    0.3 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           COLUMN      142      104       37      115       45      101       64      175       13      796
            TOTAL     17.8     13.1      4.6     14.4      5.7     12.7      8.0     22.0      1.6    100.0

     9 OUT OF    45 ( 20.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.192
CHI SQUARE =     22.81281 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.8841
PEARSON'S R = 0.01953  SIGNIFICANCE =  0.2911

NUMBER OF MISSING OBSERVATIONS =       463
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LIBRARY LOCATION XTABS                                                    04/20/83      PAGE   52

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ34      ORDER OF DISPLAY EASY TO UNDERST            BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE   1 OF   1

                    TERMLOC2
            COUNT  I
          ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
          COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
          TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ34      --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -2.  I     2  I     6  I     0  I     2  I     1  I     7  I     2  I     4  I     1  I     25
  STRONGLY DISAGRE I   8.0  I  24.0  I   0.0  I   8.0  I   4.0  I  28.0  I   8.0  I  16.0  I   4.0  I    3.0
                   I   1.3  I   5.6  I   0.0  I   1.7  I   2.1  I   6.3  I   2.9  I   2.2  I   7.1  I
                   I   0.2  I   0.7  I   0.0  I   0.2  I   0.1  I   0.8  I   0.2  I   0.5  I   0.1  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              -1.  I    17  I     9  I     5  I     7  I     4  I     7  I     5  I    15  I     2  I     71
  DISAGREE         I  23.9  I  12.7  I   7.0  I   9.9  I   5.6  I   9.9  I   7.0  I  21.1  I   2.8  I    8.4
                   I  11.3  I   8.4  I  13.9  I   5.8  I   8.3  I   6.3  I   7.4  I   8.1  I  14.3  I
                   I   2.0  I   1.1  I   0.6  I   0.8  I   0.5  I   0.8  I   0.6  I   1.8  I   0.2  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               0.  I    36  I    16  I     4  I    24  I     5  I    22  I     9  I    37  I     2  I    155
  NEITHER A OR D   I  23.2  I  10.3  I   2.6  I  15.5  I   3.2  I  14.2  I   5.8  I  23.9  I   1.3  I   18.4
                   I  23.8  I  15.0  I  11.1  I  19.8  I  10.4  I  19.6  I  13.2  I  19.9  I  14.3  I
                   I   4.3  I   1.9  I   0.5  I   2.8  I   0.6  I   2.6  I   1.1  I   4.4  I   0.2  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               1.  I    63  I    53  I    20  I    57  I    27  I    52  I    39  I    81  I     7  I    399
  AGREE            I  15.8  I  13.3  I   5.0  I  14.3  I   6.8  I  13.0  I   9.8  I  20.3  I   1.8  I   47.3
                   I  41.7  I  49.5  I  55.6  I  47.1  I  56.3  I  46.4  I  57.4  I  43.5  I  50.0  I
                   I   7.5  I   6.3  I   2.4  I   6.8  I   3.2  I   6.2  I   4.6  I   9.6  I   0.8  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               2.  I    33  I    23  I     7  I    31  I    11  I    24  I    13  I    49  I     2  I    193
  STRONGLY AGREE   I  17.1  I  11.9  I   3.6  I  16.1  I   5.7  I  12.4  I   6.7  I  25.4  I   1.0  I   22.9
                   I  21.9  I  21.5  I  19.4  I  25.6  I  22.9  I  21.4  I  19.1  I  26.3  I  14.3  I
                   I   3.9  I   2.7  I   0.8  I   3.7  I   1.3  I   2.8  I   1.5  I   5.8  I   0.2  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           COLUMN      151      107       36      121       48      112       68      186       14        843
            TOTAL     17.9     12.7      4.3     14.4      5.7     13.3      8.1     22.1      1.7      100.0

    13 OUT OF    45 ( 28.9%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.415
CHI SQUARE =     30.70869 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.5318
PEARSON'S R = 0.02588  SIGNIFICANCE =  0.2265

NUMBER OF MISSING OBSERVATIONS =      416
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LIBRARY LOCATION XTABS                                                    04/20/83        PAGE   53

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   RQ35      DISPLAYED MESSAGES TOO LONG                          BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    TERMLOC2
              COUNT I
            ROW PCT IBERKELEY DAVIS     IRVINE    LA         RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
            COL PCT I                                        E        RBARA    UZ       O        CISCO      TOTAL
            TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ35        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                -2. I   19   I   20   I    5   I   18   I    7   I   31   I   10   I   28   I    3   I   141
  STRONGLY DISAGRE  I  13.5  I  14.2  I   3.5  I  12.8  I   5.0  I  22.0  I   7.1  I  19.9  I   2.1  I  16.5
                    I  12.3  I  18.3  I  13.5  I  15.0  I  14.9  I  27.0  I  14.9  I  14.7  I  20.0  I
                    I   2.2  I   2.3  I   0.6  I   2.1  I   0.8  I   3.6  I   1.2  I   3.3  I   0.4  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                -1. I   67   I   41   I   19   I   57   I   16   I   47   I   23   I   75   I    6   I   351
  DISAGREE          I  19.1  I  11.7  I   5.4  I  16.2  I   4.6  I  13.4  I   6.6  I  21.4  I   1.7  I  41.1
                    I  43.5  I  37.6  I  51.4  I  47.5  I  34.0  I  40.9  I  34.3  I  39.3  I  40.0  I
                    I   7.8  I   4.8  I   2.2  I   6.7  I   1.9  I   5.5  I   2.7  I   8.8  I   0.7  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 0. I   34   I   30   I    3   I   24   I   13   I   19   I   21   I   41   I    2   I   187
  NEITHER A OR D    I  18.2  I  16.0  I   1.6  I  12.8  I   7.0  I  10.2  I  11.2  I  21.9  I   1.1  I  21.9
                    I  22.1  I  27.5  I   8.1  I  20.0  I  27.7  I  16.5  I  31.3  I  21.5  I  13.3  I
                    I   4.0  I   3.5  I   0.4  I   2.8  I   1.5  I   2.2  I   2.5  I   4.8  I   0.2  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 1. I   28   I   12   I    8   I   15   I    5   I   11   I    9   I   31   I    1   I   120
  AGREE             I  23.3  I  10.0  I   6.7  I  12.5  I   4.2  I   9.2  I   7.5  I  25.8  I   0.8  I  14.0
                    I  18.2  I  11.0  I  21.6  I  12.5  I  10.6  I   9.6  I  13.4  I  16.2  I   6.7  I
                    I   3.3  I   1.4  I   0.9  I   1.8  I   0.6  I   1.3  I   1.1  I   3.6  I   0.1  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 2. I    6   I    6   I    2   I    6   I    6   I    7   I    4   I   16   I    3   I    56
  STRONGLY AGREE    I  10.7  I  10.7  I   3.6  I  10.7  I  10.7  I  12.5  I   7.1  I  28.6  I   5.4  I   6.5
                    I   3.9  I   5.5  I   5.4  I   5.0  I  12.8  I   6.1  I   6.0  I   8.4  I  20.0  I
                    I   0.7  I   0.7  I   0.2  I   0.7  I   0.7  I   0.8  I   0.5  I   1.9  I   0.4  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             COLUMN     154      109       37      120       47      115       67      191       15       855
              TOTAL    18.0     12.7      4.3     14.0      5.5     13.5      7.8     22.3      1.8     100.0

    7 OUT OF    45 ( 15.6%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.982
CHI SQUARE =     43.06007 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.0917
PEARSON'S R = 0.02031  SIGNIFICANCE =  0.2765

NUMBER OF MISSING OBSERVATIONS =       404
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LIBRARY LOCATION XTABS                                                      04/20/83        PAGE   54

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * * *
   RQ36      SEL FROM LIST OF CHOICES TOO MUCH TIME        BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     TERMLOC2
              COUNT  I
             ROW PCT IBERKELEY DAVIS     IRVINE    LA         RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
             COL PCT I                                        E        RBARA    UZ       O        CISCO      TOTAL
             TOT PCT I       1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ36         --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 -2. I    18  I    13  I     8  I    21  I     9  I    22  I     6  I    32  I     2  I   131
  STRONGLY DISAGRE   I  13.7  I   9.9  I   6.1  I  16.0  I   6.9  I  16.8  I   4.6  I  24.4  I   1.5  I  15.5
                     I  11.8  I  11.9  I  22.2  I  17.9  I  19.1  I  19.6  I   9.1  I  17.0  I  13.3  I
                     I   2.1  I   1.5  I   0.9  I   2.5  I   1.1  I   2.6  I   0.7  I   3.8  I   0.2  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 -1. I    58  I    42  I    14  I    41  I    16  I    45  I    36  I    76  I     7  I   335
  DISAGREE           I  17.3  I  12.5  I   4.2  I  12.2  I   4.8  I  13.4  I  10.7  I  22.7  I   2.1  I  39.7
                     I  37.9  I  38.5  I  38.9  I  35.0  I  34.0  I  40.2  I  54.5  I  40.4  I  46.7  I
                     I   6.9  I   5.0  I   1.7  I   4.9  I   1.9  I   5.3  I   4.3  I   9.0  I   0.8  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  0. I    46  I    28  I     7  I    28  I     7  I    17  I    13  I    35  I     2  I   183
  NEITHER A OR D     I  25.1  I  15.3  I   3.8  I  15.3  I   3.8  I   9.3  I   7.1  I  19.1  I   1.1  I  21.7
                     I  30.1  I  25.7  I  19.4  I  23.9  I  14.9  I  15.2  I  19.7  I  18.6  I  13.3  I
                     I   5.5  I   3.3  I   0.8  I   3.3  I   0.8  I   2.0  I   1.5  I   4.2  I   0.2  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  1. I    21  I    18  I     4  I    22  I     8  I    18  I    10  I    30  I     0  I   131
  AGREE              I  16.0  I  13.7  I   3.1  I  16.8  I   6.1  I  13.7  I   7.6  I  22.9  I   0.0  I  15.5
                     I  13.7  I  16.5  I  11.1  I  18.8  I  17.0  I  16.1  I  15.2  I  16.0  I   0.0  I
                     I   2.5  I   2.1  I   0.5  I   2.6  I   0.9  I   2.1  I   1.2  I   3.6  I   0.0  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  2. I    10  I     8  I     3  I     5  I     7  I    10  I     1  I    15  I     4  I    63
  STRONGLY AGREE     I  15.9  I  12.7  I   4.8  I   7.9  I  11.1  I  15.9  I   1.6  I  23.8  I   6.3  I   7.5
                     I   6.5  I   7.3  I   8.3  I   4.3  I  14.9  I   8.9  I   1.5  I   8.0  I  26.7  I
                     I   1.2  I   0.9  I   0.4  I   0.6  I   0.8  I   1.2  I   0.1  I   1.8  I   0.5  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              COLUMN     153      109       36      117       47      112       66      188       15       843
               TOTAL    18.1     12.9      4.3     13.9      5.6     13.3      7.8     22.3      1.8     100.0

     7 OUT OF    45 ( 15.6%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  1.121
CHI SQUARE =     43.53123 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0840
PEARSON'S R =-0.02928  SIGNIFICANCE =  0.1979

NUMBER OF MISSING OBSERVATIONS =       416
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LIBRARY LOCATION XTABS                                                  04/20/83       PAGE   55

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    RQ37      ENTERING COMMANDS DURING SEARCH DIFF        BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  TERMLOC2
          COUNT  I
        ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
        COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
        TOT PCT  I     1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ37    --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -2.  I    10  I    16  I     1  I     7  I     6  I    21  I     9  I    22  I     2  I     94
 STRONGLY DISAGRE I  10.6  I  17.0  I   1.1  I   7.4  I   6.4  I  22.3  I   9.6  I  23.4  I   2.1  I   12.4
                 I   7.2  I  16.5  I   2.9  I   6.5  I  14.3  I  21.4  I  15.0  I  13.2  I  13.3  I
                 I   1.3  I   2.1  I   0.1  I   0.9  I   0.8  I   2.8  I   1.2  I   2.9  I   0.3  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            -1.  I    42  I    22  I    11  I    38  I    10  I    21  I    16  I    45  I     4  I    209
 DISAGREE        I  20.1  I  10.5  I   5.3  I  18.2  I   4.8  I  10.0  I   7.7  I  21.5  I   1.9  I   27.5
                 I  30.2  I  22.7  I  32.4  I  35.2  I  23.8  I  21.4  I  26.7  I  26.9  I  26.7  I
                 I   5.5  I   2.9  I   1.4  I   5.0  I   1.3  I   2.8  I   2.1  I   5.9  I   0.5  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             0.  I    34  I    27  I     8  I    24  I    11  I    24  I     9  I    34  I     2  I    173
 NEITHER A OR D  I  19.7  I  15.6  I   4.6  I  13.9  I   6.4  I  13.9  I   5.2  I  19.7  I   1.2  I   22.8
                 I  24.5  I  27.8  I  23.5  I  22.2  I  26.2  I  24.5  I  15.0  I  20.4  I  13.3  I
                 I   4.5  I   3.6  I   1.1  I   3.2  I   1.4  I   3.2  I   1.2  I   4.5  I   0.3  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             1.  I    40  I    23  I     8  I    29  I     7  I    21  I    19  I    46  I     4  I    197
 AGREE           I  20.3  I  11.7  I   4.1  I  14.7  I   3.6  I  10.7  I   9.6  I  23.4  I   2.0  I   25.9
                 I  28.8  I  23.7  I  23.5  I  26.9  I  16.7  I  21.4  I  31.7  I  27.5  I  26.7  I
                 I   5.3  I   3.0  I   1.1  I   3.8  I   0.9  I   2.8  I   2.5  I   6.1  I   0.5  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             2.  I    13  I     9  I     6  I    10  I     8  I    11  I     7  I    20  I     3  I     87
 STRONGLY AGREE  I  14.9  I  10.3  I   6.9  I  11.5  I   9.2  I  12.6  I   8.0  I  23.0  I   3.4  I   11.4
                 I   9.4  I   9.3  I  17.6  I   9.3  I  19.0  I  11.2  I  11.7  I  12.0  I  20.0  I
                 I   1.7  I   1.2  I   0.8  I   1.3  I   1.1  I   1.4  I   0.9  I   2.6  I   0.4  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN      139       97       34      108       42       98       60      167       15      760
          TOTAL     18.3     12.8      4.5     14.2      5.5     12.9      7.9     22.0      2.0    100.0

     8 OUT OF    45 ( 17.8%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.717
CHI SQUARE =     35.94629 WITH   32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.2888
PEARSON'S R =-0.00788  SIGNIFICANCE =  0.4142

NUMBER OF MISSING OBSERVATIONS =       499
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LIBRARY LOCATION XTABS                                                   04/20/83        PAGE   56

FILE    FINAL     (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ38       RATE OF RESPONSE TOO SLOW                        BY   TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE   1 OF   1

                   TERMLOC2
             COUNT I
           ROW PCT IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN     ROW
           COL PCT I                                       E        RBARA    UZ       O        CISCO       TOTAL
           TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ38       --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               -2. I    20  I    19  I     4  I    15  I     9  I    21  I     9  I    25  I     1  I    123
  STRONGLY DISAGRE I  16.3  I  15.4  I   3.3  I  12.2  I   7.3  I  17.1  I   7.3  I  20.3  I   0.8  I   14.4
                   I  12.7  I  17.8  I  10.8  I  12.4  I  19.1  I  18.4  I  13.4  I  13.0  I   7.1  I
                   I   2.3  I   2.2  I   0.5  I   1.8  I   1.1  I   2.5  I   1.1  I   2.9  I   0.1  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               -1. I    52  I    37  I     9  I    41  I    12  I    32  I    19  I    52  I     7  I    261
  DISAGREE         I  19.9  I  14.2  I   3.4  I  15.7  I   4.6  I  12.3  I   7.3  I  19.9  I   2.7  I   30.5
                   I  32.9  I  34.6  I  24.3  I  33.9  I  25.5  I  28.1  I  28.4  I  27.1  I  50.0  I
                   I   6.1  I   4.3  I   1.1  I   4.8  I   1.4  I   3.7  I   2.2  I   6.1  I   0.8  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                0. I    33  I    22  I     9  I    24  I    13  I    23  I    12  I    49  I     1  I    186
  NEITHER A OR D   I  17.7  I  11.8  I   4.8  I  12.9  I   7.0  I  12.4  I   6.5  I  26.3  I   0.5  I   21.7
                   I  20.9  I  20.6  I  24.3  I  19.8  I  27.7  I  20.2  I  17.9  I  25.5  I   7.1  I
                   I   3.9  I   2.6  I   1.1  I   2.8  I   1.5  I   2.7  I   1.4  I   5.7  I   0.1  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                1. I    32  I    23  I     8  I    23  I     5  I    29  I    15  I    41  I     2  I    178
  AGREE            I  18.0  I  12.9  I   4.5  I  12.9  I   2.8  I  16.3  I   8.4  I  23.0  I   1.1  I   20.8
                   I  20.3  I  21.5  I  21.6  I  19.0  I  10.6  I  25.4  I  22.4  I  21.4  I  14.3  I
                   I   3.7  I   2.7  I   0.9  I   2.7  I   0.6  I   3.4  I   1.8  I   4.8  I   0.2  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                2. I    21  I     6  I     7  I    18  I     8  I     9  I    12  I    25  I     3  I    109
  STRONGLY AGREE   I  19.3  I   5.5  I   6.4  I  16.5  I   7.3  I   8.3  I  11.0  I  22.9  I   2.8  I   12.7
                   I  13.3  I   5.6  I  18.9  I  14.9  I  17.0  I   7.9  I  17.9  I  13.0  I  21.4  I
                   I   2.5  I   0.7  I   0.8  I   2.1  I   0.9  I   1.1  I   1.4  I   2.9  I   0.4  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN     158      107       37      121       47      114       67      192       14        857
             TOTAL    18.4     12.5      4.3     14.1      5.5     13.3      7.8     22.4      1.6      100.0

      6 OUT OF     45 ( 13.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.781
CHI SQUARE =     29.13965 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.6121
PEARSON'S R = 0.03482  SIGNIFICANCE =  0.1543

NUMBER OF MISSING OBSERVATIONS =       402
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LIBRARY LOCATION XTABS                                                          04/20/83        PAGE   57

FILE    FINAL     (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
     RQ39      AVAIL OF SIGNS AND BROCHURES ADEQUATE        BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                      TERMLOC2
             COUNT   I
             ROW PCT IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
             COL PCT I                                      E        RBARA    UZ       O        CISCO      TOTAL
             TOT PCT I     1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ39         --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 -2. I    19  I     5  I     3  I    11  I     5  I    13  I     6  I    12  I     1  I     75
  STRONGLY DISAGRE   I  25.3  I   6.7  I   4.0  I  14.7  I   6.7  I  17.3  I   8.0  I  16.0  I   1.3  I    9.2
                     I  12.6  I   4.8  I   8.1  I   9.8  I  10.9  I  12.0  I  10.2  I   6.6  I   7.1  I
                     I   2.3  I   0.6  I   0.4  I   1.4  I   0.6  I   1.6  I   0.7  I   1.5  I   0.1  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 -1. I    30  I     7  I     2  I    20  I     4  I    17  I    13  I    31  I     3  I    127
  DISAGREE           I  23.6  I   5.5  I   1.6  I  15.7  I   3.1  I  13.4  I  10.2  I  24.4  I   2.4  I   15.6
                     I  19.9  I   6.7  I   5.4  I  17.9  I   8.7  I  15.7  I  22.0  I  17.1  I  21.4  I
                     I   3.7  I   0.9  I   0.2  I   2.5  I   0.5  I   2.1  I   1.6  I   3.8  I   0.4  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  0. I    37  I    24  I    10  I    22  I     9  I    16  I     8  I    36  I     2  I    164
  NEITHER A OR D     I  22.6  I  14.6  I   6.1  I  13.4  I   5.5  I   9.8  I   4.9  I  22.0  I   1.2  I   20.2
                     I  24.5  I  22.9  I  27.0  I  19.6  I  19.6  I  14.8  I  13.6  I  19.9  I  14.3  I
                     I   4.6  I   3.0  I   1.2  I   2.7  I   1.1  I   2.0  I   1.0  I   4.4  I   0.2  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  1. I    54  I    54  I    15  I    42  I    20  I    43  I    25  I    75  I     5  I    333
  AGREE              I  16.2  I  16.2  I   4.5  I  12.6  I   6.0  I  12.9  I   7.5  I  22.5  I   1.5  I   41.0
                     I  35.8  I  51.4  I  40.5  I  37.5  I  43.5  I  39.8  I  42.4  I  41.4  I  35.7  I
                     I   6.6  I   6.6  I   1.8  I   5.2  I   2.5  I   5.3  I   3.1  I   9.2  I   0.6  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  2. I    11  I    15  I     7  I    17  I     8  I    19  I     7  I    27  I     3  I    114
  STRONGLY AGREE     I   9.6  I  13.2  I   6.1  I  14.9  I   7.0  I  16.7  I   6.1  I  23.7  I   2.6  I   14.0
                     I   7.3  I  14.3  I  18.9  I  15.2  I  17.4  I  17.6  I  11.9  I  14.9  I  21.4  I
                     I   1.4  I   1.8  I   0.9  I   2.1  I   1.0  I   2.3  I   0.9  I   3.3  I   0.4  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              COLUMN     151      105       37      112       46      108       59      181       14        813
               TOTAL    18.6     12.9      4.6     13.8      5.7     13.3      7.3     22.3      1.7      100.0

     6 OUT OF     45 ( 13.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.292
CHI SQUARE =     38.14096 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.2102
PEARSON'S R = 0.03988  SIGNIFICANCE =  0.1280

NUMBER OF MISSING OBSERVATIONS =      446
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LIBRARY LOCATION XTABS                                                  04/20/83        PAGE   58

FILE    FINAL     (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
   RQ40      SIGNS AND BROCHURES NOT VERY USEFUL             BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    TERMLOC2
                 COUNT I
               ROW PCT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
               COL PCT I                                    E        RBARA    UZ       O        CISCO      TOTAL
               TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ40           --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                   -2. I    26  I    24  I     5  I    20  I     8  I    16  I    12  I    37  I     2  I   150
      STRONGLY DISAGRE I  17.3  I  16.0  I   3.3  I  13.3  I   5.3  I  10.7  I   8.0  I  24.7  I   1.3  I  19.0
                       I  17.7  I  24.0  I  13.2  I  18.3  I  17.4  I  15.8  I  20.3  I  21.1  I  14.3  I
                       I   3.3  I   3.0  I   0.6  I   2.5  I   1.0  I   2.0  I   1.5  I   4.7  I   0.3  I
                      -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                   -1. I    63  I    35  I    18  I    41  I    16  I    45  I    23  I    69  I     8  I   318
      DISAGREE         I  19.8  I  11.0  I   5.7  I  12.9  I   5.0  I  14.2  I   7.2  I  21.7  I   2.5  I  40.3
                       I  42.9  I  35.0  I  47.4  I  37.6  I  34.8  I  44.6  I  39.0  I  39.4  I  57.1  I
                       I   8.0  I   4.4  I   2.3  I   5.2  I   2.0  I   5.7  I   2.9  I   8.7  I   1.0  I
                      -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                    0. I    39  I    32  I     7  I    29  I    13  I    19  I    14  I    46  I     1  I   200
      NEITHER A OR D   I  19.5  I  16.0  I   3.5  I  14.5  I   6.5  I   9.5  I   7.0  I  23.0  I   0.5  I  25.3
                       I  26.5  I  32.0  I  18.4  I  26.6  I  28.3  I  18.8  I  23.7  I  26.3  I   7.1  I
                       I   4.9  I   4.1  I   0.9  I   3.7  I   1.6  I   2.4  I   1.8  I   5.8  I   0.1  I
                      -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                    1. I    13  I     6  I     5  I    17  I     5  I    11  I     5  I    15  I     0  I    77
      AGREE            I  16.9  I   7.8  I   6.5  I  22.1  I   6.5  I  14.3  I   6.5  I  19.5  I   0.0  I   9.8
                       I   8.8  I   6.0  I  13.2  I  15.6  I  10.9  I  10.9  I   8.5  I   8.6  I   0.0  I
                       I   1.6  I   0.8  I   0.6  I   2.2  I   0.6  I   1.4  I   0.6  I   1.9  I   0.0  I
                      -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                    2. I     6  I     3  I     3  I     2  I     4  I    10  I     5  I     8  I     3  I    44
      STRONGLY AGREE   I  13.6  I   6.8  I   6.8  I   4.5  I   9.1  I  22.7  I  11.4  I  18.2  I   6.8  I   5.6
                       I   4.1  I   3.0  I   7.9  I   1.8  I   8.7  I   9.9  I   8.5  I   4.6  I  21.4  I
                       I   0.8  I   0.4  I   0.4  I   0.3  I   0.5  I   1.3  I   0.6  I   1.0  I   0.4  I
                      -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                COLUMN     147      100       38      109       46      101       59      175       14      789
                 TOTAL    18.6     12.7      4.8     13.8      5.8     12.8      7.5     22.2      1.8    100.0

     9 OUT OF    45 ( 20.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.781
CHI SQUARE =     37.58275 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.2287
PEARSON'S R = 0.01790  SIGNIFICANCE =  0.3078

NUMBER OF MISSING OBSERVATIONS =      470
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LIBRARY LOCATION XTABS                                                 04/20/83        PAGE   59
FILE   FINAL    (CREATION DATE = 08/03/82)
* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    RQ41      LIB STAFF ADVICE NOT HELPFUL                        BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                TERMLOC2
         COUNT  I
       ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
       COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
       TOT PCT  I     1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ41    --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -2.  I    14  I    14  I     5  I    13  I     9  I    11  I     8  I    29  I     0  I   103
  STRONGLY DISAGRE I  13.6  I  13.6  I   4.9  I  12.6  I   8.7  I  10.7  I   7.8  I  28.2  I   0.0  I  18.9
                I  14.7  I  22.2  I  17.9  I  17.3  I  29.0  I  18.3  I  19.5  I  20.9  I   0.0  I
                I   2.6  I   2.6  I   0.9  I   2.4  I   1.7  I   2.0  I   1.5  I   5.3  I   0.0  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           -1.  I    22  I    18  I     3  I    21  I     7  I    18  I     9  I    42  I     2  I   142
  DISAGREE      I  15.5  I  12.7  I   2.1  I  14.8  I   4.9  I  12.7  I   6.3  I  29.6  I   1.4  I  26.1
                I  23.2  I  28.6  I  10.7  I  28.0  I  22.6  I  30.0  I  22.0  I  30.2  I  16.7  I
                I   4.0  I   3.3  I   0.6  I   3.9  I   1.3  I   3.3  I   1.7  I   7.7  I   0.4  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            0.  I    42  I    25  I    12  I    25  I    10  I    22  I    15  I    47  I     7  I   205
  NEITHER A OR D I  20.5  I  12.2  I   5.9  I  12.2  I   4.9  I  10.7  I   7.3  I  22.9  I   3.4  I  37.7
                I  44.2  I  39.7  I  42.9  I  33.3  I  32.3  I  36.7  I  36.6  I  33.8  I  58.3  I
                I   7.7  I   4.6  I   2.2  I   4.6  I   1.8  I   4.0  I   2.8  I   8.6  I   1.3  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            1.  I    10  I     2  I     5  I     8  I     1  I     3  I     7  I     9  I     0  I    45
  AGREE         I  22.2  I   4.4  I  11.1  I  17.8  I   2.2  I   6.7  I  15.6  I  20.0  I   0.0  I   8.3
                I  10.5  I   3.2  I  17.9  I  10.7  I   3.2  I   5.0  I  17.1  I   6.5  I   0.0  I
                I   1.8  I   0.4  I   0.9  I   1.5  I   0.2  I   0.6  I   1.3  I   1.7  I   0.0  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            2.  I     7  I     4  I     3  I     8  I     4  I     6  I     2  I    12  I     3  I    49
  STRONGLY AGREE I  14.3  I   8.2  I   6.1  I  16.3  I   8.2  I  12.2  I   4.1  I  24.5  I   6.1  I   9.0
                I   7.4  I   6.3  I  10.7  I  10.7  I  12.9  I  10.0  I   4.9  I   8.6  I  25.0  I
                I   1.3  I   0.7  I   0.6  I   1.5  I   0.7  I   1.1  I   0.4  I   2.2  I   0.6  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
        COLUMN       95        63        28        75        31        60        41       139        12      544
         TOTAL     17.5      11.6       5.1      13.8       5.7      11.0       7.5      25.6       2.2    100.0

    12 OUT OF    45 ( 26.7%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.993
CHI SQUARE =      33.86624 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =  0.3775
PEARSON'S R =-0.02028   SIGNIFICANCE =   0.3184

NUMBER OF MISSING OBSERVATIONS =       715
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LIBRARY LOCATION XTABS                                                   04/20/83        PAGE   60

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * * *
   RQ42      HARD TO FIND FREE TERMINAL                         BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      TERMLOC2
             COUNT   I
            ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
            COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
            TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ42        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               -2.   I    14  I     9  I     5  I     6  I     9  I    20  I     7  I    30  I     2  I   102
  STRONGLY DISAGRE   I  13.7  I   8.8  I   4.9  I   5.9  I   8.8  I  19.6  I   6.9  I  29.4  I   2.0  I  12.4
                     I   9.5  I   8.6  I  13.2  I   5.1  I  20.5  I  18.9  I  10.9  I  16.0  I  15.4  I
                     I   1.7  I   1.1  I   0.6  I   0.7  I   1.1  I   2.4  I   0.9  I   3.6  I   0.2  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               -1.   I    32  I    22  I     8  I    15  I    14  I    49  I    18  I    60  I     6  I   224
  DISAGREE           I  14.3  I   9.8  I   3.6  I   6.7  I   6.3  I  21.9  I   8.0  I  26.8  I   2.7  I  27.2
                     I  21.6  I  21.0  I  21.1  I  12.8  I  31.8  I  46.2  I  28.1  I  31.9  I  46.2  I
                     I   3.9  I   2.7  I   1.0  I   1.8  I   1.7  I   6.0  I   2.2  I   7.3  I   0.7  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                0.   I    25  I    31  I     5  I    11  I     9  I    19  I    10  I    32  I     3  I   145
  NEITHER A OR D     I  17.2  I  21.4  I   3.4  I   7.6  I   6.2  I  13.1  I   6.9  I  22.1  I   2.1  I  17.6
                     I  16.9  I  29.5  I  13.2  I   9.4  I  20.5  I  17.9  I  15.6  I  17.0  I  23.1  I
                     I   3.0  I   3.8  I   0.6  I   1.3  I   1.1  I   2.3  I   1.2  I   3.9  I   0.4  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                1.   I    43  I    23  I    10  I    39  I     6  I    11  I    22  I    34  I     0  I   188
  AGREE              I  22.9  I  12.2  I   5.3  I  20.7  I   3.2  I   5.9  I  11.7  I  18.1  I   0.0  I  22.8
                     I  29.1  I  21.9  I  26.3  I  33.3  I  13.6  I  10.4  I  34.4  I  18.1  I   0.0  I
                     I   5.2  I   2.8  I   1.2  I   4.7  I   0.7  I   1.3  I   2.7  I   4.1  I   0.0  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                2.   I    34  I    20  I    10  I    46  I     6  I     7  I     7  I    32  I     2  I   164
  STRONGLY AGREE     I  20.7  I  12.2  I   6.1  I  28.0  I   3.7  I   4.3  I   4.3  I  19.5  I   1.2  I  19.9
                     I  23.0  I  19.0  I  26.3  I  39.3  I  13.6  I   6.6  I  10.9  I  17.0  I  15.4  I
                     I   4.1  I   2.4  I   1.2  I   5.6  I   0.7  I   0.9  I   0.9  I   3.9  I   0.2  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN        148      105       38      117       44      106       64      188       13      823
             TOTAL       18.0     12.8      4.6     14.2      5.3     12.9      7.8     22.8      1.6    100.0

     6 OUT OF     45 ( 13.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.611
CHI SQUARE =    122.83266 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0000
PEARSON'S R =-0.17888  SIGNIFICANCE =  0.0000

NUMBER OF MISSING OBSERVATIONS =      436
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LIBRARY LOCATION XTABS                                                   04/20/83      PAGE   62

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * C R O S S T A B U L A T I O N * * * * * * * * * * * *
   RQUEST43 (TABULATING     1) WHEN I USE THE COMPUTER CATALOG TERMINAL
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                        TERMLOC2

                  COUNT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
                ROW PCT I                                    E        RBARA    UZ       O        CISCO        ROW
                COL PCT I                                                                                     TOTAL
                        I      1 I      2 I      3 I      4 I      5 I      6 I      7 I      8 I      9 I
RQUEST43        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          RQ43A         I      9 I      4 I      2 I      6 I      3 I      4 I      5 I      9 I      2 I       44
  KEYBOARD CONFUSING    I   20.5 I    9.1 I    4.5 I   13.6 I    6.8 I    9.1 I   11.4 I   20.5 I    4.5 I      6.2
                        I    6.8 I    4.4 I    6.9 I    6.0 I    8.3 I    4.4 I    8.8 I    5.5 I   18.2 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          RQ43B         I     21 I      7 I      3 I     17 I      4 I      9 I     14 I     17 I      0 I       92
  GLARE ON SCREEN       I   22.8 I    7.6 I    3.3 I   18.5 I    4.3 I    9.8 I   15.2 I   18.5 I    0.0 I     13.0
                        I   15.8 I    7.7 I   10.3 I   17.0 I   11.1 I   10.0 I   24.6 I   10.4 I    0.0 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          RQ43C         I     94 I     75 I     24 I     71 I     30 I     76 I     37 I    132 I      8 I      547
  LETTERS EASY TO READ  I   17.2 I   13.7 I    4.4 I   13.0 I    5.5 I   13.9 I    6.8 I   24.1 I    1.5 I     77.0
                        I   70.7 I   82.4 I   82.8 I   71.0 I   83.3 I   84.4 I   64.9 I   81.0 I   72.7 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          RQ43D         I     16 I      8 I      2 I     14 I      4 I      8 I     14 I     16 I      1 I       83
  LIGHTING TOO BRIGHT   I   19.3 I    9.6 I    2.4 I   16.9 I    4.8 I    9.6 I   16.9 I   19.3 I    1.2 I     11.7
                        I   12.0 I    8.8 I    6.9 I   14.0 I   11.1 I    8.9 I   24.6 I    9.8 I    9.1 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          RQ43E         I     51 I     38 I     13 I     40 I     13 I     47 I     18 I     64 I      3 I      287
  WRITING SPACE OK      I   17.8 I   13.2 I    4.5 I   13.9 I    4.5 I   16.4 I    6.3 I   22.3 I    1.0 I     40.4
                        I   38.3 I   41.8 I   44.8 I   40.0 I   36.1 I   52.2 I   31.6 I   39.3 I   27.3 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          RQ43F         I     13 I      4 I      4 I     13 I      2 I     10 I      2 I     10 I      1 I       59
  NOISE DISTRACTING     I   22.0 I    6.8 I    6.8 I   22.0 I    3.4 I   16.9 I    3.4 I   16.9 I    1.7 I      8.3
                        I    9.8 I    4.4 I   13.8 I   13.0 I    5.6 I   11.1 I    3.5 I    6.1 I    9.1 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
          RQ43G         I     27 I      3 I      7 I      8 I      3 I      9 I      6 I     21 I      1 I       85
  TABLE HEIGHT RIGHT    I   31.8 I    3.5 I    8.2 I    9.4 I    3.5 I   10.6 I    7.1 I   24.7 I    1.2 I     12.0
                        I   20.3 I    3.3 I   24.1 I    8.0 I    8.3 I   10.0 I   10.5 I   12.9 I    9.1 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 COLUMN      133       91       29      100 [illegible]6     90       57      163       11        710
                  TOTAL     18.7     12.8      4.1     14.1      5.1     12.7      8.0     23.0      1.5      100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

     710 VALID CASES          549 MISSING CASES
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LIBRARY LOCATION XTABS                                                              04/20/83        PAGE   63

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST44 (TABULATING     1) ADDITIONAL SYSTEM FEATURES DESIRED:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   2

                    TERMLOC2

                   COUNT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
                 ROW PCT  I                                       E        RBARA    UZ       O        CISCO      ROW
                 COL PCT  I                                                                                      TOTAL
                          I     1  I     2  I     3  I     4  I     5  I     6  I     7  I     8  I     9  I
RQUEST44         ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  RQ44D   I    36  I    20  I     5  I    16  I     5  I    16  I     7  I    45  I     6  I    156
  LIMIT BY DATE OF PUB    I  23.1  I  12.8  I   3.2  I  10.3  I   3.2  I  10.3  I   4.5  I  28.8  I   3.8  I   18.7
                          I  24.0  I  18.9  I  16.7  I  13.3  I  10.6  I  13.8  I  10.6  I  24.3  I  40.0  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  RQ44E   I    35  I    20  I     9  I    18  I     8  I    20  I    17  I    46  I     2  I    175
  LIMIT BY LANGUAGE       I  20.0  I  11.4  I   5.1  I  10.3  I   4.6  I  11.4  I   9.7  I  26.3  I   1.1  I   21.0
                          I  23.3  I  18.9  I  30.0  I  15.0  I  17.0  I  17.2  I  25.8  I  24.9  I  13.3  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  RQ44F   I    37  I    31  I     9  I    37  I    11  I    29  I    16  I    48  I     5  I    223
  JOURNAL TITLE ABBRV     I  16.6  I  13.9  I   4.0  I  16.6  I   4.9  I  13.0  I   7.2  I  21.5  I   2.2  I   26.7
                          I  24.7  I  29.2  I  30.0  I  30.8  I  23.4  I  25.0  I  24.2  I  25.9  I  33.3  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  RQ44G   I    17  I    10  I     4  I    19  I    11  I    14  I     9  I    25  I     2  I    111
  CHANGE DISPLAY ORDER    I  15.3  I   9.0  I   3.6  I  17.1  I   9.9  I  12.6  I   8.1  I  22.5  I   1.8  I   13.3
                          I  11.3  I   9.4  I  13.3  I  15.8  I  23.4  I  12.1  I  13.6  I  13.5  I  13.3  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  RQ44H   I    76  I    68  I    25  I    67  I    27  I    70  I    39  I    97  I     8  I    477
  VIEW RELATED WORDS      I  15.9  I  14.3  I   5.2  I  14.0  I   5.7  I  14.7  I   8.2  I  20.3  I   1.7  I   57.1
                          I  50.7  I  64.2  I  83.3  I  55.8  I  57.4  I  60.3  I  59.1  I  52.4  I  53.3  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  RQ44I   I    26  I    18  I     9  I    24  I    12  I    26  I    12  I    37  I     3  I    167
  SRCH FOR ILLUS & BIB    I  15.6  I  10.8  I   5.4  I  14.4  I   7.2  I  15.6  I   7.2  I  22.2  I   1.8  I   20.0
                          I  17.3  I  17.0  I  30.0  I  20.0  I  25.5  I  22.4  I  18.2  I  20.0  I  20.0  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  RQ44J   I    38  I    18  I     9  I    24  I    10  I    27  I    15  I    28  I     1  I    170
  SRCH BY CALL NUMBER     I  22.4  I  10.6  I   5.3  I  14.1  I   5.9  I  15.9  I   8.8  I  16.5  I   0.6  I   20.4
                          I  25.3  I  17.0  I  30.0  I  20.0  I  21.3  I  23.3  I  22.7  I  15.1  I   6.7  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  RQ44K   I    68  I    49  I    11  I    60  I    26  I    39  I    28  I    89  I     9  I    379
  PRINT SEARCH RESULTS    I  17.9  I  12.9  I   2.9  I  15.8  I   6.9  I  10.3  I   7.4  I  23.5  I   2.4  I   45.4
                          I  45.3  I  46.2  I  36.7  I  50.0  I  55.3  I  33.6  I  42.4  I  48.1  I  60.0  I
                          I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                  COLUMN      150      106       30      120       47      116       66      185       15      835
                   TOTAL     18.0     12.7      3.6     14.4      5.6     13.9      7.9     22.2      1.8    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)
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LIBRARY LOCATION XTABS                                                      04/20/83         PAGE   64

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST44 (TABULATING      1) ADDITIONAL SYSTEM FEATURES DESIRED:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   2 OF   2

                      TERMLOC2

                 COUNT  IBERKELEY DAVIS     IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
               ROW PCT  I                                     E        RBARA    UZ       O        CISCO       ROW
               COL PCT  I                                                                                     TOTAL
                        I      1 I      2 I      3 I      4 I      5 I      6 I      7 I      8 I      9 I
RQUEST44       --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              RQ44L     I    68  I    50  I    18  I    54  I    26  I    62  I    35  I    88  I     9  I    410
   SRCH CONTENTS-INDEX  I  16.6  I  12.2  I   4.4  I  13.2  I   6.3  I  15.1  I   8.5  I  21.5  I   2.2  I   49.1
                        I  45.3  I  47.2  I  60.0  I  45.0  I  55.3  I  53.4  I  53.0  I  47.6  I  60.0  I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              RQ44M     I    89  I    58  I    23  I    65  I    26  I    63  I    38  I    99  I    12  I    473
   IF BOOK CHECKED OUT  I  18.8  I  12.3  I   4.9  I  13.7  I   5.5  I  13.3  I   8.0  I  20.9  I   2.5  I   56.6
                        I  59.3  I  54.7  I  76.7  I  54.2  I  55.3  I  54.3  I  57.6  I  53.5  I  80.0  I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              RQ44N     I    37  I    21  I    10  I    31  I    17  I    30  I    12  I    45  I     2  I    205
   LIB LOCATION OF BOOK I  18.0  I  10.2  I   4.9  I  15.1  I   8.3  I  14.6  I   5.9  I  22.0  I   1.0  I   24.6
                        I  24.7  I  19.8  I  33.3  I  25.8  I  36.2  I  25.9  I  18.2  I  24.3  I  13.3  I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              RQ44O     I     6  I     2  I     1  I     2  I     0  I     6  I     0  I     7  I     1  I     25
   NONE                 I  24.0  I   8.0  I   4.0  I   8.0  I   0.0  I  24.0  I   0.0  I  28.0  I   4.0  I    3.0
                        I   4.0  I   1.9  I   3.3  I   1.7  I   0.0  I   5.2  I   0.0  I   3.8  I   6.7  I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                COLUMN      150      106       30      120       47      116       66      185       15      835
                 TOTAL     18.0     12.7      3.6     14.4      5.6     13.9      7.9     22.2      1.8    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

     835 VALID CASES           424 MISSING CASES
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LIBRARY LOCATION XTABS                                                          04/20/83        PAGE   65

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST45 (TABULATING      1) COMPUTER CAT SERVICE IMPROVEMENTS DESIRE
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE    1 OF    2

                   TERMLOC2

                COUNT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
              ROW PCT  I                                       E        RBARA    UZ       O        CISCO       ROW
              COL PCT  I                                                                                       TOTAL
                       I      1  I      2  I      3  I      4  I      5  I      6  I      7  I      8  I      9  I
RQUEST45       --------I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               RQ45A   I    109  I     76  I     27  I     96  I     30  I     51  I     37  I    110  I      6  I    542
  MORE TERMINALS       I   20.1  I   14.0  I    5.0  I   17.7  I    5.5  I    9.4  I    6.8  I   20.3  I    1.1  I   63.8
                       I   70.8  I   70.4  I   75.0  I   80.7  I   62.5  I   44.7  I   56.1  I   57.9  I   40.0  I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               RQ45B   I     49  I     41  I     18  I     42  I     24  I     42  I     17  I     73  I      6  I    312
  TERMS IN OTHER LOCAT I   15.7  I   13.1  I    5.8  I   13.5  I    7.7  I   13.5  I    5.4  I   23.4  I    1.9  I   36.7
                       I   31.8  I   38.0  I   50.0  I   35.3  I   50.0  I   36.8  I   25.8  I   38.4  I   40.0  I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               RQ45C   I     47  I     33  I     15  I     37  I     24  I     36  I     35  I     67  I      7  I    301
  TERMS OUTSIDE LIBR   I   15.6  I   11.0  I    5.0  I   12.3  I    8.0  I   12.0  I   11.6  I   22.3  I    2.3  I   35.4
                       I   30.5  I   30.6  I   41.7  I   31.1  I   50.0  I   31.6  I   53.0  I   35.3  I   46.7  I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               RQ45D   I     58  I     21  I     10  I     34  I     11  I     37  I     26  I     64  I      4  I    265
  COMMAND CHART POSTED I   21.9  I    7.9  I    3.8  I   12.8  I    4.2  I   14.0  I    9.8  I   24.2  I    1.5  I   31.2
                       I   37.7  I   19.4  I   27.8  I   28.6  I   22.9  I   32.5  I   39.4  I   33.7  I   26.7  I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               RQ45E   I     44  I      6  I      1  I     11  I      9  I     18  I     16  I     37  I      2  I    144
  MANUAL AT TERMINAL   I   30.6  I    4.2  I    0.7  I    7.6  I    6.3  I   12.5  I   11.1  I   25.7  I    1.4  I   16.9
                       I   28.6  I    5.6  I    2.8  I    9.2  I   18.8  I   15.8  I   24.2  I   19.5  I   13.3  I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               RQ45F   I     23  I     11  I      3  I     13  I      4  I     11  I      3  I     19  I      3  I     90
  MANUAL FOR PURCHASE  I   25.6  I   12.2  I    3.3  I   14.4  I    4.4  I   12.2  I    3.3  I   21.1  I    3.3  I   10.6
                       I   14.9  I   10.2  I    8.3  I   10.9  I    8.3  I    9.6  I    4.5  I   10.0  I   20.0  I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               RQ45G   I     22  I     14  I      2  I     10  I      6  I     22  I      5  I     15  I      1  I     97
  TRAINING SESSIONS    I   22.7  I   14.4  I    2.1  I   10.3  I    6.2  I   22.7  I    5.2  I   15.5  I    1.0  I   11.4
                       I   14.3  I   13.0  I    5.6  I    8.4  I   12.5  I   19.3  I    7.6  I    7.9  I    6.7  I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               RQ45H   I     11  I     16  I      1  I     10  I      7  I      7  I      5  I     14  I      6  I     77
  A-V TRAINING PROGR   I   14.3  I   20.8  I    1.3  I   13.0  I    9.1  I    9.1  I    6.5  I   18.2  I    7.8  I    9.1
                       I    7.1  I   14.8  I    2.8  I    8.4  I   14.6  I    6.1  I    7.6  I    7.4  I   40.0  I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               COLUMN       154       108        36       119        48       114        66       190        15      850
                TOTAL      18.1      12.7       4.2      14.0       5.6      13.4       7.8      22.4       1.8    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)
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LIBRARY LOCATION XTABS                                                      04/20/83        PAGE   66

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * *
   RQUEST45 (TABULATING     1) COMPUTER CAT SERVICE IMPROVEMENTS DESIRE
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   2 OF   2

                    TERMLOC2

                COUNT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
              ROW PCT  I                                      E        RBARA    UZ       O        CISCO       ROW
              COL PCT  I                                                                                      TOTAL
                       I       1 I       2 I       3 I       4 I       5 I       6 I       7 I       8 I       9 I
RQUEST45       --------I---------I---------I---------I---------I---------I---------I---------I---------I---------I
             RQ451     I      12 I      17 I       5 I      11 I       8 I      22 I       4 I      30 I       2 I     111
  NONE                 I    10.8 I    15.3 I     4.5 I     9.9 I     7.2 I    19.8 I     3.6 I    27.0 I     1.8 I    13.1
                       I     7.8 I    15.7 I    13.9 I     9.2 I    16.7 I    19.3 I     6.1 I    15.8 I    13.3 I
                       I---------I---------I---------I---------I---------I---------I---------I---------I---------I
               COLUMN       154       108        36       119        48       114        66       190        15      850
                TOTAL      18.1      12.7       4.2      14.0       5.6      13.4       7.8      22.4       1.8    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

    850 VALID CASES          409 MISSING CASES
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FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST46 (TABULATING     1) ADDITIONAL KINDS OF MATERIALS DESIRED:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   2

                        TERMLOC2

                  COUNT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
                ROW PCT I                                    E        RBARA    UZ       O        CISCO       ROW
                COL PCT I                                                                                   TOTAL
                        I      1 I      2 I      3 I      4 I      5 I      6 I      7 I      8 I      9 I
RQUEST46       --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46A      I     64 I     36 I     11 I     34 I     16 I     41 I     25 I     60 I      7 I    294
  DISSEPTATIONS         I   21.8 I   12.2 I    3.7 I   11.6 I    5.4 I   13.9 I    8.5 I   20.4 I    2.4 I   34.5
                        I   41.3 I   33.0 I   31.4 I   28.6 I   33.3 I   35.7 I   37.3 I   31.7 I   46.7 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46B      I     43 I     23 I      7 I     28 I     10 I     26 I     20 I     46 I      3 I    206
  MOTION PICTURE FILMS  I   20.9 I   11.2 I    3.4 I   13.6 I    4.9 I   12.6 I    9.7 I   22.3 I    1.5 I   24.2
                        I   27.7 I   21.1 I   20.0 I   23.5 I   20.8 I   22.6 I   29.9 I   24.3 I   20.0 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46C      I     60 I     35 I     15 I     51 I     14 I     43 I     31 I     64 I      7 I    320
  GOV PUBLICATIONS      I   18.8 I   10.9 I    4.7 I   15.9 I    4.4 I   13.4 I    9.7 I   20.0 I    2.2 I   37.6
                        I   38.7 I   32.1 I   42.9 I   42.9 I   29.2 I   37.4 I   46.3 I   33.9 I   46.7 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46D      I     95 I     69 I     29 I     77 I     35 I     71 I     39 I    119 I      8 I    542
  JOURNAL TITLES        I   17.5 I   12.7 I    5.4 I   14.2 I    6.5 I   13.1 I    7.2 I   22.0 I    1.5 I   63.6
                        I   61.3 I   63.3 I   82.9 I   64.7 I   72.9 I   61.7 I   58.2 I   63.0 I   53.3 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46E      I     13 I     11 I      7 I     10 I      3 I     23 I     17 I     30 I      1 I    115
  MAPS                  I   11.3 I    9.6 I    6.1 I    8.7 I    2.6 I   20.0 I   14.8 I   26.1 I    0.9 I   13.5
                        I    8.4 I   10.1 I   20.0 I    8.4 I    6.3 I   20.0 I   25.4 I   15.9 I    6.7 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46F      I     16 I      8 I      5 I      8 I      4 I     14 I      9 I     27 I      2 I     93
  MANUSCRIPTS           I   17.2 I    8.6 I    5.4 I    8.6 I    4.3 I   15.1 I    9.7 I   29.0 I    2.2 I   10.9
                        I   10.3 I    7.3 I   14.3 I    6.7 I    8.3 I   12.2 I   13.4 I   14.3 I   13.3 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46G      I     22 I     11 I      2 I     12 I      9 I     17 I     15 I     26 I      2 I    116
  MUSIC SCORES          I   19.0 I    9.5 I    1.7 I   10.3 I    7.8 I   14.7 I   12.9 I   22.4 I    1.7 I   13.6
                        I   14.2 I   10.1 I    5.7 I   10.1 I   18.8 I   14.8 I   22.4 I   13.8 I   13.3 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46H      I     47 I     31 I     13 I     46 I     26 I     38 I     29 I     60 I      6 I    296
  NEWSPAPERS            I   15.9 I   10.5 I    4.4 I   15.5 I    8.8 I   12.8 I    9.8 I   20.3 I    2.0 I   34.7
                        I   30.3 I   28.4 I   37.1 I   38.7 I   54.2 I   33.0 I   43.3 I   31.7 I   40.0 I
                        I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 COLUMN      155      109       35      119       48      115       67      189       15     852
                  TOTAL     18.2     12.8      4.1     14.0      5.6     13.5      7.9     22.2      1.8   100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)
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LIBRARY LOCATION XTABS                                                     04/20/83        PAGE   68

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * *
   RQUEST46 (TABULATING     1) ADDITIONAL KINDS OF MATERIALS DESIRED:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   2 OF   2

                        TERMLOC2

                  COUNT  IBERKELEY DAVIS    IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
                ROW PCT  I                                     E        RBARA    UZ       O        CISCO        ROW
                COL PCT  I                                                                                      TOTAL
                         I     1  I     2  I     3  I     4  I     5  I     6  I     7  I     8  I     9  I
RQUEST46        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46I       I    25  I    21  I     9  I    23  I    17  I    26  I    23  I    54  I     1  I    199
  RECORDS OR TAPES       I  12.6  I  10.6  I   4.5  I  11.6  I   8.5  I  13.1  I  11.6  I  27.1  I   0.5  I   23.4
                         I  16.1  I  19.3  I  25.7  I  19.3  I  35.4  I  22.6  I  34.3  I  28.6  I   6.7  I
                         I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46J       I    34  I    32  I     6  I    30  I     8  I    29  I     9  I    59  I     4  I    211
  TECHNICAL REPORTS      I  16.1  I  15.2  I   2.8  I  14.2  I   3.8  I  13.7  I   4.3  I  28.0  I   1.9  I   24.8
                         I  21.9  I  29.4  I  17.1  I  25.2  I  16.7  I  25.2  I  13.4  I  31.2  I  26.7  I
                         I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46K       I    71  I    41  I    12  I    45  I    18  I    56  I    22  I    59  I     4  I    328
  MORE OLDER BOOKS       I  21.6  I  12.5  I   3.7  I  13.7  I   5.5  I  17.1  I   6.7  I  18.0  I   1.2  I   38.5
                         I  45.8  I  37.6  I  34.3  I  37.8  I  37.5  I  48.7  I  32.8  I  31.2  I  26.7  I
                         I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ46L       I     3  I     4  I     0  I     1  I     5  I     5  I     2  I    12  I     1  I     33
  NONE                   I   9.1  I  12.1  I   0.0  I   3.0  I  15.2  I  15.2  I   6.1  I  36.4  I   3.0  I    3.9
                         I   1.9  I   3.7  I   0.0  I   0.8  I  10.4  I   4.3  I   3.0  I   6.3  I   6.7  I
                         I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 COLUMN      155      109       35      119       48      115       67      189       15        852
                  TOTAL     18.2     12.8      4.1     14.0      5.6     13.5      7.9     22.2      1.8      100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

    852 VALID CASES         407 MISSING CASES
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LIBRARY LOCATION XTABS                                                   04/20/83        PAGE   70

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   RQ48        I COME TO THIS LIBRARY                          BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   TERMLOC2
            COUNT  I
          ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
          COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
          TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ48      ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               1.  I    62  I    41  I    13  I    47  I    23  I    48  I    17  I   101  I     8  I    360
  DAILY            I  17.2  I  11.4  I   3.6  I  13.1  I   6.4  I  13.3  I   4.7  I  28.1  I   2.2  I   42.4
                   I  40.8  I  37.6  I  36.1  I  39.2  I  50.0  I  42.1  I  25.4  I  53.2  I  53.3  I
                   I   7.3  I   4.8  I   1.5  I   5.5  I   2.7  I   5.7  I   2.0  I  11.9  I   0.9  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               2.  I    67  I    47  I    19  I    55  I    11  I    54  I    37  I    70  I     7  I    367
  WEEKLY           I  18.3  I  12.8  I   5.2  I  15.0  I   3.0  I  14.7  I  10.1  I  19.1  I   1.9  I   43.2
                   I  44.1  I  43.1  I  52.8  I  45.8  I  23.9  I  47.4  I  55.2  I  36.8  I  46.7  I
                   I   7.9  I   5.5  I   2.2  I   6.5  I   1.3  I   6.4  I   4.4  I   8.2  I   0.8  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               3.  I    15  I    10  I     2  I    13  I     6  I     7  I     7  I    11  I     0  I     71
  MONTHLY          I  21.1  I  14.1  I   2.8  I  18.3  I   8.5  I   9.9  I   9.9  I  15.5  I   0.0  I    8.4
                   I   9.9  I   9.2  I   5.6  I  10.8  I  13.0  I   6.1  I  10.4  I   5.8  I   0.0  I
                   I   1.8  I   1.2  I   0.2  I   1.5  I   0.7  I   0.8  I   0.8  I   1.3  I   0.0  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               4.  I     2  I     5  I     0  I     3  I     2  I     3  I     4  I     4  I     0  I     23
  4 TIMES YEAR     I   8.7  I  21.7  I   0.0  I  13.0  I   8.7  I  13.0  I  17.4  I  17.4  I   0.0  I    2.7
                   I   1.3  I   4.6  I   0.0  I   2.5  I   4.3  I   2.6  I   6.0  I   2.1  I   0.0  I
                   I   0.2  I   0.6  I   0.0  I   0.4  I   0.2  I   0.4  I   0.5  I   0.5  I   0.0  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               5.  I     4  I     4  I     0  I     0  I     1  I     1  I     0  I     1  I     0  I     11
  ONCE A  YEAR     I  36.4  I  36.4  I   0.0  I   0.0  I   9.1  I   9.1  I   0.0  I   9.1  I   0.0  I    1.3
                   I   2.6  I   3.7  I   0.0  I   0.0  I   2.2  I   0.9  I   0.0  I   0.5  I   0.0  I
                   I   0.5  I   0.5  I   0.0  I   0.0  I   0.1  I   0.1  I   0.0  I   0.1  I   0.0  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               6.  I     2  I     2  I     2  I     2  I     3  I     1  I     2  I     3  I     0  I     17
  NOT BEFORE TODAY I  11.8  I  11.8  I  11.8  I  11.8  I  17.6  I   5.9  I  11.8  I  17.6  I   0.0  I    2.0
                   I   1.3  I   1.8  I   5.6  I   1.7  I   6.5  I   0.9  I   3.0  I   1.6  I   0.0  I
                   I   0.2  I   0.2  I   0.2  I   0.2  I   0.4  I   0.1  I   0.2  I   0.4  I   0.0  I
                  -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           COLUMN      152      109       36      120       46      114       67      190       15       849
            TOTAL     17.9     12.8      4.2     14.1      5.4     13.4      7.9     22.4      1.8     100.0

    29 OUT OF    54 ( 53.7%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.194
CHI SQUARE =     55.67523 WITH  40 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0508
PEARSON'S R =-0.07464  SIGNIFICANCE =  0.0148

NUMBER OF MISSING OBSERVATIONS =      410
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LIBRARY LOCATION XTABS                                                   04/20/83         PAGE   71

FILE    FINAL     (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
   RQ49      I USE THIS COMPUTER CATALOG                         BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                             TERMLOC2
                    COUNT   I
                    ROW PCT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
                    COL PCT I                                    E        RBARA    UZ       O        CISCO      TOTAL
                    TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ49                --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                      1.    I     18 I     19 I      7 I     16 I      7 I     14 I      9 I     26 I      2 I    118
  EVERY     VISIT           I   15.3 I   16.1 I    5.9 I   13.6 I    5.9 I   11.9 I    7.6 I   22.0 I    1.7 I   13.9
                            I   11.9 I   17.4 I   19.4 I   13.3 I   15.6 I   12.3 I   13.4 I   13.8 I   13.3 I
                            I    2.1 I    2.2 I    0.8 I    1.9 I    0.8 I    1.7 I    1.1 I    3.1 I    0.2 I
                           -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                      2.    I     38 I     37 I     13 I     34 I     19 I     37 I     34 I     74 I      3 I    289
  MOST      VISITS          I   13.1 I   12.8 I    4.5 I   11.8 I    6.6 I   12.8 I   11.8 I   25.6 I    1.0 I   34.2
                            I   25.2 I   33.9 I   36.1 I   28.3 I   42.2 I   32.5 I   50.7 I   39.2 I   20.0 I
                            I    4.5 I    4.4 I    1.5 I    4.0 I    2.2 I    4.4 I    4.0 I    8.7 I    0.4 I
                           -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                      3.    I     66 I     35 I     11 I     43 I     12 I     38 I     17 I     71 I      7 I    300
  OCCASIONALLY              I   22.0 I   11.7 I    3.7 I   14.3 I    4.0 I   12.7 I    5.7 I   23.7 I    2.3 I   35.5
                            I   43.7 I   32.1 I   30.6 I   35.8 I   26.7 I   33.3 I   25.4 I   37.6 I   46.7 I
                            I    7.8 I    4.1 I    1.3 I    5.1 I    1.4 I    4.5 I    2.0 I    8.4 I    0.8 I
                           -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                      4.    I     16 I      7 I      0 I     15 I      2 I     11 I      1 I      8 I      1 I     61
  RARELY                    I   26.2 I   11.5 I    0.0 I   24.6 I    3.3 I   18.0 I    1.6 I   13.1 I    1.6 I    7.2
                            I   10.6 I    6.4 I    0.0 I   12.5 I    4.4 I    9.6 I    1.5 I    4.2 I    6.7 I
                            I    1.9 I    0.8 I    0.0 I    1.8 I    0.2 I    1.3 I    0.1 I    0.9 I    0.1 I
                           -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                      5.    I     13 I     11 I      5 I     12 I      5 I     14 I      6 I     10 I      2 I     78
  NOT BEFORE TODAY          I   16.7 I   14.1 I    6.4 I   15.4 I    6.4 I   17.9 I    7.7 I   12.8 I    2.6 I    9.2
                            I    8.6 I   10.1 I   13.9 I   10.0 I   11.1 I   12.3 I    9.0 I    5.3 I   13.3 I
                            I    1.5 I    1.3 I    0.6 I    1.4 I    0.6 I    1.7 I    0.7 I    1.2 I    0.2 I
                           -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                    COLUMN       151      109       36      120       45      114       67      189       15      846
                     TOTAL      17.8     12.9      4.3     14.2      5.3     13.5      7.9     22.3      1.8    100.0

    8 OUT OF    45 ( 17.8%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   1.082
CHI SQUARE =     45.65581 WITH  32 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0557
PEARSON'S R =-0.06888  SIGNIFICANCE =  0.0226

NUMBER OF MISSING OBSERVATIONS =      413
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LIBRARY LOCATION XTABS                                                              04/20/83        PAGE   72

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ50      I USE LIB'S BK CRD OR MICRO CAT              BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 TERMLOC2
         COUNT  I
         ROW PCT IBERKELEY DAVIS     IRVINE    LA         RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
         COL PCT I                                        E        RBARA    UZ       O        CISCO     TOTAL
         TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ50     --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             1.  I    37  I    15  I     1  I    34  I     8  I    19  I    10  I    14  I     1  I   139
  EVERY   VISIT  I  26.6  I  10.8  I   0.7  I  24.5  I   5.8  I  13.7  I   7.2  I  10.1  I   0.7  I  16.5
                 I  24.7  I  13.9  I   2.8  I  28.3  I  17.4  I  16.8  I  15.2  I   7.4  I   6.7  I
                 I   4.4  I   1.8  I   0.1  I   4.0  I   1.0  I   2.3  I   1.2  I   1.7  I   0.1  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             2.  I    58  I    30  I     7  I    27  I    11  I    36  I    27  I    50  I     5  I   251
  MOST    VISITS I  23.1  I  12.0  I   2.8  I  10.8  I   4.4  I  14.3  I  10.8  I  19.9  I   2.0  I  29.8
                 I  38.7  I  27.8  I  19.4  I  22.5  I  23.9  I  31.9  I  40.9  I  26.6  I  33.3  I
                 I   6.9  I   3.6  I   0.8  I   3.2  I   1.3  I   4.3  I   3.2  I   5.9  I   0.6  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             3.  I    42  I    46  I    21  I    37  I    19  I    44  I    22  I    80  I     6  I   317
  OCCASIONALLY   I  13.2  I  14.5  I   6.6  I  11.7  I   6.0  I  13.9  I   6.9  I  25.2  I   1.9  I  37.6
                 I  28.0  I  42.6  I  58.3  I  30.8  I  41.3  I  38.9  I  33.3  I  42.6  I  40.0  I
                 I   5.0  I   5.5  I   2.5  I   4.4  I   2.3  I   5.2  I   2.6  I   9.5  I   0.7  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             4.  I     9  I    11  I     3  I    17  I     4  I     7  I     4  I    37  I     2  I    94
  RARELY         I   9.6  I  11.7  I   3.2  I  18.1  I   4.3  I   7.4  I   4.3  I  39.4  I   2.1  I  11.2
                 I   6.0  I  10.2  I   8.3  I  14.2  I   8.7  I   6.2  I   6.1  I  19.7  I  13.3  I
                 I   1.1  I   1.3  I   0.4  I   2.0  I   0.5  I   0.8  I   0.5  I   4.4  I   0.2  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             5.  I     4  I     6  I     4  I     5  I     4  I     7  I     3  I     7  I     1  I    41
  NOT BEFORE TODAY I 9.8  I  14.6  I   9.8  I  12.2  I   9.8  I  17.1  I   7.3  I  17.1  I   2.4  I   4.9
                 I   2.7  I   5.6  I  11.1  I   4.2  I   8.7  I   6.2  I   4.5  I   3.7  I   6.7  I
                 I   0.5  I   0.7  I   0.5  I   0.6  I   0.5  I   0.8  I   0.4  I   0.8  I   0.1  I
                -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN      150      108       36      120       46      113       66      188       15      842
          TOTAL     17.8     12.8      4.3     14.3      5.5     13.4      7.8     22.3      1.8    100.0

    8 OUT OF    45 ( 17.8%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.730
CHI SQUARE =     83.01653 WITH  32 DEGREES OF FREEDOM    SIGNIFICANCE =   0.0000
PEARSON'S R = 0.13421  SIGNIFICANCE =   0.0000

NUMBER OF MISSING OBSERVATIONS =       417
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LIBRARY LOCATION XTABS                                                    04/20/83       PAGE   73

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ51      I USE ANOTHER COMPUTER SYSTEM                  BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    TERMLOC2
             COUNT  I
           ROW PCT  IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
           COL PCT  I                                    E        RBARA    UZ       O        CISCO     TOTAL
           TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ51       ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 1. I    20  I     2  I    10  I    22  I     6  I    15  I     4  I    36  I     2  I   117
  DAILY             I  17.1  I   1.7  I   8.5  I  18.8  I   5.1  I  12.8  I   3.4  I  30.8  I   1.7  I  13.8
                    I  13.2  I   1.8  I  27.8  I  18.3  I  12.8  I  13.2  I   6.0  I  19.3  I  13.3  I
                    I   2.4  I   0.2  I   1.2  I   2.6  I   0.7  I   1.8  I   0.5  I   4.3  I   0.2  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 2. I    31  I    24  I     6  I    23  I    11  I    21  I    14  I    38  I     3  I   171
  WEEKLY            I  18.1  I  14.0  I   3.5  I  13.5  I   6.4  I  12.3  I   8.2  I  22.2  I   1.8  I  20.2
                    I  20.5  I  22.0  I  16.7  I  19.2  I  23.4  I  18.4  I  20.9  I  20.3  I  20.0  I
                    I   3.7  I   2.8  I   0.7  I   2.7  I   1.3  I   2.5  I   1.7  I   4.5  I   0.4  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 3. I    20  I    17  I     7  I    10  I     1  I    13  I     6  I    17  I     3  I    94
  MONTHLY           I  21.3  I  18.1  I   7.4  I  10.6  I   1.1  I  13.8  I   6.4  I  18.1  I   3.2  I  11.1
                    I  13.2  I  15.6  I  19.4  I   8.3  I   2.1  I  11.4  I   9.0  I   9.1  I  20.0  I
                    I   2.4  I   2.0  I   0.8  I   1.2  I   0.1  I   1.5  I   0.7  I   2.0  I   0.4  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 4. I    19  I    15  I     3  I    10  I    11  I    15  I     7  I    23  I     1  I   104
  4 TIMES A YEAR    I  18.3  I  14.4  I   2.9  I   9.6  I  10.6  I  14.4  I   6.7  I  22.1  I   1.0  I  12.3
                    I  12.6  I  13.8  I   8.3  I   8.3  I  23.4  I  13.2  I  10.4  I  12.3  I   6.7  I
                    I   2.2  I   1.8  I   0.4  I   1.2  I   1.3  I   1.8  I   0.8  I   2.7  I   0.1  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 5. I    11  I    10  I     2  I     6  I     2  I    11  I     8  I    17  I     2  I    69
  ONCE A  YEAR      I  15.9  I  14.5  I   2.9  I   8.7  I   2.9  I  15.9  I  11.6  I  24.6  I   2.9  I   8.2
                    I   7.3  I   9.2  I   5.6  I   5.0  I   4.3  I   9.6  I  11.9  I   9.1  I  13.3  I
                    I   1.3  I   1.2  I   0.2  I   0.7  I   0.2  I   1.3  I   0.9  I   2.0  I   0.2  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 6. I    50  I    41  I     8  I    49  I    16  I    39  I    28  I    56  I     4  I   291
  NEVER             I  17.2  I  14.1  I   2.7  I  16.8  I   5.5  I  13.4  I   9.6  I  19.2  I   1.4  I  34.4
                    I  33.1  I  37.6  I  22.2  I  40.8  I  34.0  I  34.2  I  41.8  I  29.9  I  26.7  I
                    I   5.9  I   4.8  I   0.9  I   5.8  I   1.9  I   4.6  I   3.3  I   6.6  I   0.5  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN      151      109       36      120       47      114       67      187       15     846
             TOTAL     17.8     12.9      4.3     14.2      5.6     13.5      7.9     22.1      1.8   100.0

   10 OUT OF    54 ( 18.5%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  1.223
CHI SQUARE =     55.74136 WITH  40 DEGREES OF FREEDOM    SIGNIFICANCE =  0.0502
PEARSON'S R =-0.02618  SIGNIFICANCE =  0.2235

NUMBER OF MISSING OBSERVATIONS =     413
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LIBRARY LOCATION XTABS                                                        04/20/83        PAGE   74

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * * *
    RQ52      HEARD ABOUT COMPUTER CAT FROM                       BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE   1 OF   1

                     TERMLOC2
              COUNT  I
            ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN     ROW
            COL PCT  I                                      E        RBARA    UZ       O        CISCO       TOTAL
            TOT PCT  I     1.I     2.I     3.I     4.I     5.I     6.I     7.I     8.I     9.I
RQ52        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 1.  I   115  I    90  I    31  I   106  I    30  I    86  I    54  I   156  I    14  I   682
  NOTICED TERM IN    I  16.9  I  13.2  I   4.5  I  15.5  I   4.4  I  12.6  I   7.9  I  22.9  I   2.1  I  81.2
                     I  76.7  I  83.3  I  86.1  I  89.1  I  65.2  I  76.1  I  81.8  I  83.4  I  93.3  I
                     I  13.7  I  10.7  I   3.7  I  12.6  I   3.6  I  10.2  I   6.4  I  18.6  I   1.7  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 2.  I     5  I     3  I     2  I     5  I     4  I     3  I     5  I     7  I     0  I    34
  LIBRARY TOUR       I  14.7  I   8.8  I   5.9  I  14.7  I  11.8  I   8.8  I  14.7  I  20.6  I   0.0  I   4.0
                     I   3.3  I   2.8  I   5.6  I   4.2  I   8.7  I   2.7  I   7.6  I   3.7  I   0.0  I
                     I   0.6  I   0.4  I   0.2  I   0.6  I   0.5  I   0.4  I   0.6  I   0.8  I   0.0  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 3.  I     3  I     3  I     0  I     1  I     0  I     3  I     0  I     6  I     0  I    16
  ARTICLE-ANNOUNCE   I  18.8  I  18.8  I   0.0  I   6.3  I   0.0  I  18.8  I   0.0  I  37.5  I   0.0  I   1.9
                     I   2.0  I   2.8  I   0.0  I   0.8  I   0.0  I   2.7  I   0.0  I   3.2  I   0.0  I
                     I   0.4  I   0.4  I   0.0  I   0.1  I   0.0  I   0.4  I   0.0  I   0.7  I   0.0  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 4.  I    12  I     1  I     0  I     0  I     2  I     1  I     0  I     5  I     0  I    21
  INSTRUCTOR         I  57.1  I   4.8  I   0.0  I   0.0  I   9.5  I   4.8  I   0.0  I  23.8  I   0.0  I   2.5
                     I   8.0  I   0.9  I   0.0  I   0.0  I   4.3  I   0.9  I   0.0  I   2.7  I   0.0  I
                     I   1.4  I   0.1  I   0.0  I   0.0  I   0.2  I   0.1  I   0.0  I   0.6  I   0.0  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 5.  I    10  I     8  I     2  I     6  I     7  I    14  I     6  I     8  I     1  I    62
  FRIEND - FAMILY    I  16.1  I  12.9  I   3.2  I   9.7  I  11.3  I  22.6  I   9.7  I  12.9  I   1.6  I   7.4
                     I   6.7  I   7.4  I   5.6  I   5.0  I  15.2  I  12.4  I   9.1  I   4.3  I   6.7  I
                     I   1.2  I   1.0  I   0.2  I   0.7  I   0.8  I   1.7  I   0.7  I   1.0  I   0.1  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 6.  I     5  I     3  I     1  I     1  I     3  I     6  I     1  I     5  I     0  I    25
  LIBRARY STAFF      I  20.0  I  12.0  I   4.0  I   4.0  I  12.0  I  24.0  I   4.0  I  20.0  I   0.0  I   3.0
                     I   3.3  I   2.8  I   2.8  I   0.8  I   6.5  I   5.3  I   1.5  I   2.7  I   0.0  I
                     I   0.6  I   0.4  I   0.1  I   0.1  I   0.4  I   0.7  I   0.1  I   0.6  I   0.0  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             COLUMN      150      108       36      119       46      113       66      187       15       840
              TOTAL     17.9     12.9      4.3     14.2      5.5     13.5      7.9     22.3      1.8     100.0

   37 OUT OF     54 ( 68.5%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.286
CHI SQUARE =    61.78505 WITH  40 DEGREES OF FREEDOM    SIGNIFICANCE =  0.0151
PEARSON'S R =-0.02844  SIGNIFICANCE =   0.2052

NUMBER OF MISSING OBSERVATIONS =      419
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LIBRARY LOCATION XTABS                                                   04/20/83       PAGE   76

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST53 (TABULATING     1) I LEARNED HOW TO USE THIS COMP CAT:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                           TERMLOC2

                     COUNT IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
                   ROW PCT I                                    E        RBARA    UZ       O        CISCO       ROW
                   COL PCT I                                                                                  TOTAL
                           I      1 I      2 I      3 I      4 I      5 I      6 I      7 I      8 I      9 I
RQUEST53          ---------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ53A         I      7 I     11 I      0 I      8 I      6 I     12 I      5 I     19 I      1 I     69
  FROM A FRIEND            I   10.1 I   15.9 I    0.0 I   11.6 I    8.7 I   17.4 I    7.2 I   27.5 I    1.4 I    8.2
                           I    4.6 I   10.2 I    0.0 I    6.7 I   13.0 I   10.6 I    7.5 I   10.2 I    6.7 I
                           I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ53B         I     41 I     40 I     15 I     37 I     12 I     31 I     18 I     67 I      4 I    265
  BY PRINTED INSTR         I   15.5 I   15.1 I    5.7 I   14.0 I    4.5 I   11.7 I    6.8 I   25.3 I    1.5 I   31.4
                           I   27.0 I   37.0 I   41.7 I   30.8 I   26.1 I   27.4 I   26.9 I   35.8 I   26.7 I
                           I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ53C         I     86 I     65 I     11 I     66 I     18 I     60 I     49 I    107 I      9 I    471
  BY INSTR ON TERMINAL     I   18.3 I   13.8 I    2.3 I   14.0 I    3.8 I   12.7 I   10.4 I   22.7 I    1.9 I   55.8
                           I   56.6 I   60.2 I   30.6 I   55.0 I   39.1 I   53.1 I   73.1 I   57.2 I   60.0 I
                           I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ53D         I      2 I      7 I      2 I      3 I      5 I      9 I      0 I     19 I      0 I     47
  FROM LIBRARY STAFF       I    4.3 I   14.9 I    4.3 I    6.4 I   10.6 I   19.1 I    0.0 I   40.4 I    0.0 I    5.6
                           I    1.3 I    6.5 I    5.6 I    2.5 I   10.9 I    8.0 I    0.0 I   10.2 I    0.0 I
                           I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ53E         I     10 I      1 I      0 I      0 I      1 I      0 I      2 I      3 I      0 I     17
  FROM LIBRARY COURSE      I   58.8 I    5.9 I    0.0 I    0.0 I    5.9 I    0.0 I   11.8 I   17.6 I    0.0 I    2.0
                           I    6.6 I    0.9 I    0.0 I    0.0 I    2.2 I    0.0 I    3.0 I    1.6 I    0.0 I
                           I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             RQ53G         I     44 I     34 I     18 I     37 I     18 I     35 I     13 I     49 I      5 I    253
  BY MYSELF                I   17.4 I   13.4 I    7.1 I   14.6 I    7.1 I   13.8 I    5.1 I   19.4 I    2.0 I   30.0
                           I   28.9 I   31.5 I   50.0 I   30.8 I   39.1 I   31.0 I   19.4 I   26.2 I   33.3 I
                           I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                    COLUMN      152      108       36      120       46      113       67      187       15      844
                     TOTAL     18.0     12.8      4.3     14.2      5.5     13.4      7.9     22.2      1.8    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

    844 VALID CASES          415 MISSING CASES
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LIBRARY LOCATION XTABS                                                       04/20/83        PAGE   78

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   RQ54      MY AGE GROUP IS                                          BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  2

                  TERMLOC2
           COUNT  I
          ROW PCT IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN     ROW
          COL PCT I                                       E        RBARA    UZ       O        CISCO        TOTAL
          TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ54      --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               1. I      3 I      0 I      0 I      2 I      3 I      0 I      1 I      4 I      1 I     14
  14 AND  UNDER   I   21.4 I    0.0 I    0.0 I   14.3 I   21.4 I    0.0 I    7.1 I   28.6 I    7.1 I    1.7
                  I    2.0 I    0.0 I    0.0 I    1.7 I    6.4 I    0.0 I    1.5 I    2.1 I    6.7 I
                  I    0.4 I    0.0 I    0.0 I    0.2 I    0.4 I    0.0 I    0.1 I    0.5 I    0.1 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               2. I     28 I     21 I     16 I     33 I     15 I     20 I     15 I     55 I      2 I    205
  15 - 19 YEARS   I   13.7 I   10.2 I    7.8 I   16.1 I    7.3 I    9.8 I    7.3 I   26.8 I    1.0 I   24.2
                  I   18.5 I   19.4 I   44.4 I   27.5 I   31.9 I   17.5 I   22.4 I   29.1 I   13.3 I
                  I    3.3 I    2.5 I    1.9 I    3.9 I    1.8 I    2.4 I    1.8 I    6.5 I    0.2 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               3. I     63 I     58 I     15 I     46 I     15 I     61 I     38 I     91 I      2 I    389
  20 - 24 YEARS   I   16.2 I   14.9 I    3.9 I   11.8 I    3.9 I   15.7 I    9.8 I   23.4 I    0.5 I   45.9
                  I   41.7 I   53.7 I   41.7 I   38.3 I   31.9 I   53.5 I   56.7 I   48.1 I   13.3 I
                  I    7.4 I    6.8 I    1.8 I    5.4 I    1.8 I    7.2 I    4.5 I   10.7 I    0.2 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               4. I     36 I     21 I      4 I     27 I     10 I     20 I     10 I     24 I      9 I    161
  25 - 34 YEARS   I   22.4 I   13.0 I    2.5 I   16.8 I    6.2 I   12.4 I    6.2 I   14.9 I    5.6 I   19.0
                  I   23.8 I   19.4 I   11.1 I   22.5 I   21.3 I   17.5 I   14.9 I   12.7 I   60.0 I
                  I    4.3 I    2.5 I    0.5 I    3.2 I    1.2 I    2.4 I    1.2 I    2.8 I    1.1 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               5. I     10 I      7 I      1 I      7 I      3 I     10 I      2 I      4 I      1 I     45
  35 - 44 YEARS   I   22.2 I   15.6 I    2.2 I   15.6 I    6.7 I   22.2 I    4.4 I    8.9 I    2.2 I    5.3
                  I    6.6 I    6.5 I    2.8 I    5.8 I    6.4 I    8.8 I    3.0 I    2.1 I    6.7 I
                  I    1.2 I    0.8 I    0.1 I    0.8 I    0.4 I    1.2 I    0.2 I    0.5 I    0.1 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               6. I      7 I      0 I      0 I      4 I      0 I      1 I      0 I      3 I      0 I     15
  45 - 54 YEARS   I   46.7 I    0.0 I    0.0 I   26.7 I    0.0 I    6.7 I    0.0 I   20.0 I    0.0 I    1.8
                  I    4.6 I    0.0 I    0.0 I    3.3 I    0.0 I    0.9 I    0.0 I    1.6 I    0.0 I
                  I    0.8 I    0.0 I    0.0 I    0.5 I    0.0 I    0.1 I    0.0 I    0.4 I    0.0 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               7. I      2 I      0 I      0 I      1 I      0 I      1 I      0 I      3 I      0 I      7
  55 - 64 YEARS   I   28.6 I    0.0 I    0.0 I   14.3 I    0.0 I   14.3 I    0.0 I   42.9 I    0.0 I    0.8
                  I    1.3 I    0.0 I    0.0 I    0.8 I    0.0 I    0.9 I    0.0 I    1.6 I    0.0 I
                  I    0.2 I    0.0 I    0.0 I    0.1 I    0.0 I    0.1 I    0.0 I    0.4 I    0.0 I
                 -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           COLUMN      151      108       36      120       47      114       67      189       15      847
            TOTAL     17.8     12.8      4.3     14.2      5.5     13.5      7.9     22.3      1.8    100.0
(CONTINUED)
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LIBRARY LOCATION XTABS                                                    04/20/83       PAGE   79

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    RQ54      MY AGE GROUP IS                                   BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  2 OF  2

                   TERMLOC2
            COUNT  I
            ROW PCT IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN    ROW
            COL PCT I                                       E        RBARA    UZ       O        CISCO      TOTAL
            TOT PCT I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ54       --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 8. I     2  I     1  I     0  I     0  I     1  I     1  I     1  I     5  I     0  I     11
   65 AND  OVER     I  18.2  I   9.1  I   0.0  I   0.0  I   9.1  I   9.1  I   9.1  I  45.5  I   0.0  I    1.3
                    I   1.3  I   0.9  I   0.0  I   0.0  I   2.1  I   0.9  I   1.5  I   2.6  I   0.0  I
                    I   0.2  I   0.1  I   0.0  I   0.0  I   0.1  I   0.1  I   0.1  I   0.6  I   0.0  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN     151      108       36      120       47      114       67      189       15      847
             TOTAL    17.8     12.8      4.3     14.2      5.5     13.5      7.9     22.3      1.8    100.0

  42 OUT OF    72 ( 58.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.124
CHI SQUARE =    94.96107 WITH  56 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0009
PEARSON'S R =-0.05880  SIGNIFICANCE =  0.0436

NUMBER OF MISSING OBSERVATIONS =      412
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LIBRARY LOCATION XTABS                                                    04/20/83       PAGE  80

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ55      SEX                                          BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

               TERMLOC2
        COUNT  I
      ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
      COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
      TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ55           --------I--------I--------I--------I--------I--------I--------I--------I--------I
           1.  I    59  I    47  I    11  I    27  I    12  I    43  I    19  I    58  I     4  I    280
  FEMALE       I  21.1  I  16.8  I   3.9  I   9.6  I   4.3  I  15.4  I   6.8  I  20.7  I   1.4  I   33.3
               I  39.3  I  43.5  I  30.6  I  22.5  I  25.5  I  37.7  I  29.2  I  31.4  I  26.7  I
               I   7.0  I   5.6  I   1.3  I   3.2  I   1.4  I   5.1  I   2.3  I   6.9  I   0.5  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           2.  I    91  I    61  I    25  I    93  I    35  I    71  I    46  I   127  I    11  I    560
  MALE         I  16.3  I  10.9  I   4.5  I  16.6  I   6.3  I  12.7  I   8.2  I  22.7  I   2.0  I   66.7
               I  60.7  I  56.5  I  69.4  I  77.5  I  74.5  I  62.3  I  70.8  I  68.6  I  73.3  I
               I  10.8  I   7.3  I   3.0  I  11.1  I   4.2  I   8.5  I   5.5  I  15.1  I   1.3  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
       COLUMN      150      108       36      120       47      114       65      185       15      840
        TOTAL     17.9     12.9      4.3     14.3      5.6     13.6      7.7     22.0      1.8    100.0

CHI SQUARE =     17.32753 WITH   8 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0269
PEARSON'S R = 0.06643  SIGNIFICANCE =  0.0271

NUMBER OF MISSING OBSERVATIONS =      419
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LIBRARY LOCATION XTABS                                                          04/20/83       PAGE   81

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    RQ56      CURRENT OR HIGHEST GRADE COMPLETED            BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE  1 OF  1

                  TERMLOC2
          COUNT  I
        ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
        COL PCT  I                                      E        RBARA    UZ       O        CISCO      TOTAL
        TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ56    --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             1.  I     5  I     2  I     0  I     1  I     3  I     1  I     3  I     6  I     0  I     21
  GRADE   SCHOOL I  23.8  I   9.5  I   0.0  I   4.8  I  14.3  I   4.8  I  14.3  I  28.6  I   0.0  I    2.5
                 I   3.3  I   1.9  I   0.0  I   0.8  I   6.4  I   0.9  I   4.5  I   3.2  I   0.0  I
                 I   0.6  I   0.2  I   0.0  I   0.1  I   0.4  I   0.1  I   0.4  I   0.7  I   0.0  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             2.  I     4  I     4  I     7  I    10  I     6  I     2  I     1  I     9  I     0  I     43
  HIGH    SCHOOL I   9.3  I   9.3  I  16.3  I  23.3  I  14.0  I   4.7  I   2.3  I  20.9  I   0.0  I    5.1
                 I   2.6  I   3.7  I  19.4  I   8.3  I  12.8  I   1.8  I   1.5  I   4.8  I   0.0  I
                 I   0.5  I   0.5  I   0.8  I   1.2  I   0.7  I   0.2  I   0.1  I   1.1  I   0.0  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             3.  I    78  I    67  I    23  I    60  I    22  I    68  I    51  I   137  I     0  I    506
  SOME    COLLEGE I  15.4  I  13.2  I   4.5  I  11.9  I   4.3  I  13.4  I  10.1  I  27.1  I   0.0  I   59.7
                 I  51.7  I  62.0  I  63.9  I  50.0  I  46.8  I  59.6  I  76.1  I  72.5  I   0.0  I
                 I   9.2  I   7.9  I   2.7  I   7.1  I   2.6  I   8.0  I   6.0  I  16.2  I   0.0  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             4.  I    64  I    35  I     6  I    49  I    16  I    43  I    12  I    37  I    15  I    277
  COLLEGE GRADUATE I  23.1  I  12.6  I   2.2  I  17.7  I   5.8  I  15.5  I   4.3  I  13.4  I   5.4  I   32.7
                 I  42.4  I  32.4  I  16.7  I  40.8  I  34.0  I  37.7  I  17.9  I  19.6  I 100.0  I
                 I   7.6  I   4.1  I   0.7  I   5.8  I   1.9  I   5.1  I   1.4  I   4.4  I   1.8  I
               -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
         COLUMN      151      108       36      120       47      114       67      189       15      847
          TOTAL     17.8     12.8      4.3     14.2      5.5     13.5      7.9     22.3      1.8    100.0

   14 OUT OF    36 ( 38.9%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.372
CHI SQUARE =    106.31560 WITH  24 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0000
PEARSON'S R =-0.07092  SIGNIFICANCE =  0.0195

NUMBER OF MISSING OBSERVATIONS =      412
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LIBRARY LOCATION XTABS                                                  04/20/83       PAGE   82

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ57      MY ACADEMIC AREA IS                                BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  2

               TERMLOC2
        COUNT  I
      ROW PCT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
      COL PCT  I                                       E        RBARA    UZ       O        CISCO     TOTAL
      TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ57   --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           1.  I    51  I    24  I     6  I    29  I     8  I    27  I    19  I    35  I     4  I   203
  ART AND HUMANITI I  25.1  I  11.8  I   3.0  I  14.3  I   3.9  I  13.3  I   9.4  I  17.2  I   2.0  I  24.0
               I  33.6  I  22.0  I  16.7  I  24.4  I  17.0  I  23.7  I  28.8  I  18.5  I  28.6  I
               I   6.0  I   2.8  I   0.7  I   3.4  I   0.9  I   3.2  I   2.2  I   4.1  I   0.5  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           2.  I    23  I    36  I    11  I    17  I    15  I    30  I    11  I    50  I     0  I   193
  PHYS-BIO SCIENCE I  11.9  I  18.7  I   5.7  I   8.8  I   7.8  I  15.5  I   5.7  I  25.9  I   0.0  I  22.8
               I  15.1  I  33.0  I  30.6  I  14.3  I  31.9  I  26.3  I  16.7  I  26.5  I   0.0  I
               I   2.7  I   4.3  I   1.3  I   2.0  I   1.8  I   3.5  I   1.3  I   5.9  I   0.0  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           3.  I    37  I    22  I     7  I    28  I     5  I    22  I    17  I    25  I     1  I   164
  SOCIAL  SCIENCES I  22.6  I  13.4  I   4.3  I  17.1  I   3.0  I  13.4  I  10.4  I  15.2  I   0.6  I  19.4
               I  24.3  I  20.2  I  19.4  I  23.5  I  10.6  I  19.3  I  25.8  I  13.2  I   7.1  I
               I   4.4  I   2.6  I   0.8  I   3.3  I   0.6  I   2.6  I   2.0  I   3.0  I   0.1  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           4.  I     8  I     5  I     0  I    10  I     4  I     4  I     2  I     8  I     0  I    41
  BUSINESS-MANAGEM I  19.5  I  12.2  I   0.0  I  24.4  I   9.8  I   9.8  I   4.9  I  19.5  I   0.0  I   4.8
               I   5.3  I   4.6  I   0.0  I   8.4  I   8.5  I   3.5  I   3.0  I   4.2  I   0.0  I
               I   0.9  I   0.6  I   0.0  I   1.2  I   0.5  I   0.5  I   0.2  I   0.9  I   0.0  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           5.  I     2  I     4  I     0  I     0  I     2  I     5  I     3  I     1  I     0  I    17
  EDUCATION    I  11.8  I  23.5  I   0.0  I   0.0  I  11.8  I  29.4  I  17.6  I   5.9  I   0.0  I   2.0
               I   1.3  I   3.7  I   0.0  I   0.0  I   4.3  I   4.4  I   4.5  I   0.5  I   0.0  I
               I   0.2  I   0.5  I   0.0  I   0.0  I   0.2  I   0.6  I   0.4  I   0.1  I   0.0  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           6.  I    15  I     8  I     6  I    16  I     5  I    14  I     6  I    48  I     0  I   118
  ENGINEERING  I  12.7  I   6.8  I   5.1  I  13.6  I   4.2  I  11.9  I   5.1  I  40.7  I   0.0  I  13.9
               I   9.9  I   7.3  I  16.7  I  13.4  I  10.6  I  12.3  I   9.1  I  25.4  I   0.0  I
               I   1.8  I   0.9  I   0.7  I   1.9  I   0.6  I   1.7  I   0.7  I   5.7  I   0.0  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           7.  I     5  I     5  I     3  I    10  I     3  I     2  I     2  I    10  I     8  I    48
  MEDICAL-HEALTH S I  10.4  I  10.4  I   6.3  I  20.8  I   6.3  I   4.2  I   4.2  I  20.8  I  16.7  I   5.7
               I   3.3  I   4.6  I   8.3  I   8.4  I   6.4  I   1.8  I   3.0  I   5.3  I  57.1  I
               I   0.6  I   0.6  I   0.4  I   1.2  I   0.4  I   0.2  I   0.2  I   1.2  I   0.9  I
              -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
       COLUMN      152      109       36      119       47      114       66      189       14      846
        TOTAL     18.0     12.9      4.3     14.1      5.6     13.5      7.8     22.3      1.7    100.0
(CONTINUED)
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LIBRARY LOCATION XTABS                                               04/20/83        PAGE   83

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * *
   RQ57      MY ACADEMIC AREA IS                                  BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  2 OF  2

                    TERMLOC2
            COUNT   I
           ROW PCT  IBERKELEY DAVIS    IRVINE   LA       RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
           COL PCT  I                                    E        RBARA    UZ       O        CISCO     TOTAL
           TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ57        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               8.   I     3  I     1  I     2  I     6  I     1  I     8  I     2  I     2  I     1  I    26
  LAW               I  11.5  I   3.8  I   7.7  I  23.1  I   3.8  I  30.8  I   7.7  I   7.7  I   3.8  I   3.1
                    I   2.0  I   0.9  I   5.6  I   5.0  I   2.1  I   7.0  I   3.0  I   1.1  I   7.1  I
                    I   0.4  I   0.1  I   0.2  I   0.7  I   0.1  I   0.9  I   0.2  I   0.2  I   0.1  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
               9.   I     7  I     4  I     1  I     3  I     4  I     2  I     3  I    10  I     0  I    34
  MAJOR UNDECLARED  I  20.6  I  11.8  I   2.9  I   8.8  I  11.8  I   5.9  I   8.8  I  29.4  I   0.0  I   4.0
                    I   4.6  I   3.7  I   2.8  I   2.5  I   8.5  I   1.8  I   4.5  I   5.3  I   0.0  I
                    I   0.8  I   0.5  I   0.1  I   0.4  I   0.5  I   0.2  I   0.4  I   1.2  I   0.0  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
              10.   I     1  I     0  I     0  I     0  I     0  I     0  I     1  I     0  I     0  I     2
  INTERDISCIPLINAR  I  50.0  I   0.0  I   0.0  I   0.0  I   0.0  I   0.0  I  50.0  I   0.0  I   0.0  I   0.2
                    I   0.7  I   0.0  I   0.0  I   0.0  I   0.0  I   0.0  I   1.5  I   0.0  I   0.0  I
                    I   0.1  I   0.0  I   0.0  I   0.0  I   0.0  I   0.0  I   0.1  I   0.0  I   0.0  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
           COLUMN       152      109       36      119       47      114       66      189       14       846
            TOTAL      18.0     12.9      4.3     14.1      5.6     13.5      7.8     22.3      1.7     100.0

  45 OUT OF    90 ( 50.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.033
CHI SQUARE =    191.92705 WITH  72 DEGREES OF FREEDOM    SIGNIFICANCE =  0.0000
PEARSON'S R = 0.10297  SIGNIFICANCE =  0.0014

NUMBER OF MISSING OBSERVATIONS =      413
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LIBRARY LOCATION XTABS                                                   04/20/83        PAGE   85

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST58 (TABULATING     1) THE MAIN FOCUS OF MY ACADEMIC WORK IS:
BY TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                              TERMLOC2

                      COUNT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN
                      ROW PCT I                                     E        RBARA    UZ       O        CISCO        ROW
                      COL PCT I                                                                                    TOTAL
                              I     1  I     2  I     3  I     4  I     5  I     6  I     7  I     8  I     9  I
RQUEST58              --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                RQ58A         I    95  I    80  I    26  I    78  I    31  I    71  I    49  I   154  I     9  I    593
  COURSE WORK                 I  16.0  I  13.5  I   4.4  I  13.2  I   5.2  I  12.0  I   8.3  I  26.0  I   1.5  I   71.3
                              I  64.2  I  74.1  I  72.2  I  67.2  I  67.4  I  65.1  I  74.2  I  81.9  I  60.0  I
                              I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                RQ58B         I    13  I     8  I     3  I     9  I     2  I    16  I     5  I     8  I     0  I     64
  TEACHING                    I  20.3  I  12.5  I   4.7  I  14.1  I   3.1  I  25.0  I   7.8  I  12.5  I   0.0  I    7.7
                              I   8.8  I   7.4  I   8.3  I   7.8  I   4.3  I  14.7  I   7.6  I   4.3  I   0.0  I
                              I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                RQ58C         I    64  I    39  I    15  I    42  I    20  I    45  I    19  I    47  I     6  I    297
  RESEARCH                    I  21.5  I  13.1  I   5.1  I  14.1  I   6.7  I  15.2  I   6.4  I  15.8  I   2.0  I   35.7
                              I  43.2  I  36.1  I  41.7  I  36.2  I  43.5  I  41.3  I  28.8  I  25.0  I  40.0  I
                              I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                      COLUMN      148      108       36      116       46      109       66      188       15       832
                       TOTAL     17.8     13.0      4.3     13.9      5.5     13.1      7.9     22.6      1.8     100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

    832 VALID CASES          427 MISSING CASES
```

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LIBRARY LOCATION XTABS                                                    04/20/83        PAGE   87

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ59       PRESENT AFFILIATION                                BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE   1 OF   2

                     TERMLOC2
             COUNT  I
           ROW PCT  IBERKELEY DAVIS     IRVINE   LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN     ROW
           COL PCT  I                                      E        RBARA    UZ       O        CISCO       TOTAL
           TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ59       --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                1.  I    32  I    26  I     8  I    26  I    12  I    17  I    18  I    62  I     0  I    201
  FRESHMAN-SOPHOMO  I  15.9  I  12.9  I   4.0  I  12.9  I   6.0  I   8.5  I   9.0  I  30.8  I   0.0  I   24.1
                    I  21.5  I  24.1  I  22.2  I  22.4  I  25.5  I  15.2  I  26.9  I  33.5  I   0.0  I
                    I   3.8  I   3.1  I   1.0  I   3.1  I   1.4  I   2.0  I   2.2  I   7.4  I   0.0  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                2.  I    49  I    44  I    17  I    33  I    14  I    55  I    35  I    75  I     1  I    323
  JUNIOR--SENIOR    I  15.2  I  13.6  I   5.3  I  10.2  I   4.3  I  17.0  I  10.8  I  23.2  I   0.3  I   38.7
                    I  32.9  I  40.7  I  47.2  I  28.4  I  29.8  I  49.1  I  52.2  I  40.5  I   6.7  I
                    I   5.9  I   5.3  I   2.0  I   4.0  I   1.7  I   6.6  I   4.2  I   9.0  I   0.1  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                3.  I     9  I     8  I     0  I    13  I     6  I     6  I     2  I     7  I     0  I     51
  GRADUATE-MASTERS  I  17.6  I  15.7  I   0.0  I  25.5  I  11.8  I  11.8  I   3.9  I  13.7  I   0.0  I    6.1
                    I   6.0  I   7.4  I   0.0  I  11.2  I  12.8  I   5.4  I   3.0  I   3.8  I   0.0  I
                    I   1.1  I   1.0  I   0.0  I   1.6  I   0.7  I   0.7  I   0.2  I   0.8  I   0.0  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                4.  I    18  I    10  I     2  I     6  I     5  I    11  I     1  I     5  I     3  I     61
  GRADUATE-DOCTORA  I  29.5  I  16.4  I   3.3  I   9.8  I   8.2  I  18.0  I   1.6  I   8.2  I   4.9  I    7.3
                    I  12.1  I   9.3  I   5.6  I   5.2  I  10.6  I   9.8  I   1.5  I   2.7  I  20.0  I
                    I   2.2  I   1.2  I   0.2  I   0.7  I   0.6  I   1.3  I   0.1  I   0.6  I   0.4  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                5.  I     3  I     3  I     0  I     2  I     0  I     1  I     0  I     4  I     4  I     17
  GRADUATE-PROFESS  I  17.6  I  17.6  I   0.0  I  11.8  I   0.0  I   5.9  I   0.0  I  23.5  I  23.5  I    2.0
                    I   2.0  I   2.8  I   0.0  I   1.7  I   0.0  I   0.9  I   0.0  I   2.2  I  26.7  I
                    I   0.4  I   0.4  I   0.0  I   0.2  I   0.0  I   0.1  I   0.0  I   0.5  I   0.5  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                6.  I     6  I     3  I     1  I     5  I     0  I     7  I     1  I     4  I     0  I     27
  FACULTY           I  22.2  I  11.1  I   3.7  I  18.5  I   0.0  I  25.9  I   3.7  I  14.8  I   0.0  I    3.2
                    I   4.0  I   2.8  I   2.8  I   4.3  I   0.0  I   6.3  I   1.5  I   2.2  I   0.0  I
                    I   0.7  I   0.4  I   0.1  I   0.6  I   0.0  I   0.8  I   0.1  I   0.5  I   0.0  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                7.  I     3  I     4  I     1  I     4  I     0  I     2  I     1  I     2  I     3  I     20
  STAFF             I  15.0  I  20.0  I   5.0  I  20.0  I   0.0  I  10.0  I   5.0  I  10.0  I  15.0  I    2.4
                    I   2.0  I   3.7  I   2.8  I   3.4  I   0.0  I   1.8  I   1.5  I   1.1  I  20.0  I
                    I   0.4  I   0.5  I   0.1  I   0.5  I   0.0  I   0.2  I   0.1  I   0.2  I   0.4  I
                   -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
            COLUMN      149      108       36      116       47      112       67      185       15        835
             TOTAL     17.8     12.9      4.3     13.9      5.6     13.4      8.0     22.2      1.8      100.0
(CONTINUED)
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LIBRARY LOCATION XTABS                                                          04/20/83        PAGE   88

FILE   FINAL    (CREATION DATE = 08/03/82)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ59      PRESENT AFFILIATION                                  BY  TERMLOC2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  2 OF  2

                     TERMLOC2
              COUNT  I
            ROW PCT  IBERKELEY DAVIS     IRVINE    LA        RIVERSID SANTA BA SANTA CR SAN DIEG SAN FRAN   ROW
            COL PCT  I                                       E        RBARA    UZ       O        CISCO     TOTAL
            TOT PCT  I      1.I      2.I      3.I      4.I      5.I      6.I      7.I      8.I      9.I
RQ59        --------I--------I--------I--------I--------I--------I--------I--------I--------I--------I
                 8.  I    29  I    10  I     7  I    27  I    10  I    13  I     9  I    26  I     4  I   135
  OTHER    STATUS    I  21.5  I   7.4  I   5.2  I  20.0  I   7.4  I   9.6  I   6.7  I  19.3  I   3.0  I  16.2
                     I  19.5  I   9.3  I  19.4  I  23.3  I  21.3  I  11.6  I  13.4  I  14.1  I  26.7  I
                     I   3.5  I   1.2  I   0.8  I   3.2  I   1.2  I   1.6  I   1.1  I   3.1  I   0.5  I
                    -I--------I--------I--------I--------I--------I--------I--------I--------I--------I
             COLUMN      149      108       36      116       47      112       67      185       15      835
              TOTAL     17.8     12.9      4.3     13.9      5.6     13.4      8.0     22.2      1.8    100.0

   36 OUT OF     72 ( 50.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  0.305
CHI SQUARE =    157.64360 WITH  56 DEGREES OF FREEDOM    SIGNIFICANCE =  0.0000
PEARSON'S R =-0.06193  SIGNIFICANCE =  0.0368

NUMBER OF MISSING OBSERVATIONS =       424
```

Appendix D

RESPONSES TO THE UC ONLINE QUESTIONNAIRE BY COMMAND MODE AND LOOKUP MODE USERS

This appendix includes computer listings of questionnaire data from the Statistical Package for the Social Sciences (SPSS). Page numbering in this appendix is that of the original computer listings, and does not correspond to the numbering for the report as a whole. Page references in the text are to the internal numbers in this appendix. The following pages, consisting of SPSS computing messages, have been omitted: 1, 7, 11, 13, 16, 20, 49, 57, 63, 65, 72, 74.

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SEARCH MODE CROSSTABS                                                               04/20/83        PAGE    2

FILE   LINKQST  (CREATION DATE = 01/_6/83)

* * * * * * * * * * * C R O S S T A B U L A T I O N * * * * * * * * * * *
   RQUEST1  (TABULATING      1) I CAME TO THE SEARCH WITH:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF    1

                       SRCHMOD2

                COUNT  |COMMAND  LOOK UP
               ROW PCT |                    ROW
               COL PCT |                   TOTAL
                       |      1 |      2 |
RQUEST1        --------|--------|--------|
             RQ1A      |    157 |    235 |    392
  COMPLETE AUTHOR      |   40.1 |   59.9 |   35.4
                       |   36.7 |   34.6 |
                       |--------|--------|
             RQ1B      |     57 |     80 |    137
  PART AUTHOR'S NAME   |   41.6 |   58.4 |   12.4
                       |   13.3 |   11.8 |
                       |--------|--------|
             RQ1C      |    111 |    189 |    300
  COMPLETE TITLE       |   37.0 |   63.0 |   27.1
                       |   25.9 |   27.8 |
                       |--------|--------|
             RQ1D      |     53 |     56 |    109
  PART TITLE           |   48.6 |   51.4 |    9.8
                       |   12.4 |    8.2 |
                       |--------|--------|
             RQ1E      |    139 |    238 |    377
  TOPIC WORD OR WORDS  |   36.9 |   63.1 |   34.1
                       |   32.5 |   35.1 |
                       |--------|--------|
             RQ1F      |    230 |    315 |    545
  SUBJECT HEADING      |   42.2 |   57.8 |   49.2
                       |   53.7 |   46.4 |
                       |--------|--------|
             RQ1G      |      5 |     17 |     22
  COMPLETE CALL NUMBER |   22.7 |   77.3 |    2.0
                       |    1.2 |    2.5 |
                       |--------|--------|
             RQ1H      |      4 |     11 |     15
  PART CALL NUMBER     |   26.7 |   73.3 |    1.4
                       |    0.9 |    1.6 |
                       |--------|--------|
               COLUMN      428      679     1107
                TOTAL     38.7     61.3    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   1107 VALID CASES         152 MISSING CASES
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SEARCH MODE CROSSTABS                                                        04/20/83         PAGE     3

FILE    LINKQST   (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST2  (TABULATING     1) IN THIS SEARCH I WAS TRYING TO FIND:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE    1 OF    1

                           SRCHMOD2

                     COUNT  ICOMMAND  LOOK UP
                   ROW PCT  I                       ROW
                   COL PCT  I                      TOTAL
                            I     1   I     2   I
RQUEST2            ---------I---------I---------I
                RQ2A        I   161   I   229   I   390
  SPECIFIC BOOK ETC         I  41.3   I  58.7   I  36.1
                            I  38.2   I  34.8   I
                            I---------I---------I
                RQ2B        I   251   I   394   I   645
  BOOKS ON TOPIC            I  38.9   I  61.1   I  59.8
                            I  59.6   I  59.9   I
                            I---------I---------I
                RQ2C        I   122   I   145   I   267
  BOOKS BY SPEC AUTHOR      I  45.7   I  54.3   I  24.7
                            I  29.0   I  22.0   I
                            I---------I---------I
                RQ2D        I    22   I    24   I    46
  PUB-DATE-SPELLING         I  47.8   I  52.2   I   4.3
                            I   5.2   I   3.6   I
                            I---------I---------I
                RQ2E        I    54   I    71   I   125
  IF BOOK IS AVAILABLE      I  43.2   I  56.8   I  11.6
                            I  12.8   I  10.8   I
                            I---------I---------I
                RQ2F        I    48   I    65   I   113
  OTHER LIBRARY W BOOK      I  42.5   I  57.5   I  10.5
                            I  11.4   I   9.9   I
                            I---------I---------I
                    COLUMN      421       658       1079
                     TOTAL     39.0      61.0      100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   1079 VALID CASES          180 MISSING CASES
```

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SEARCH MODE CROSSTABS                                                   04/20/83        PAGE    4

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST3  (TABULATING     1) I SEARCHED FOR WHAT I WANTED BY:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                         SRCHMOD2

                  COUNT  ICOMMAND  LOOK UP
                ROW PCT  I                      ROW
                COL PCT  I                      TOTAL
                         I      1  I      2  I
RQUEST3         ---------I---------I---------I
             RQ3A        I    142  I    208  I    350
  COMPLETE AUTHOR        I   40.6  I   59.4  I   33.0
                         I   34.3  I   32.1  I
                         I---------I---------I
             RQ3B        I     78  I     83  I    161
  PART AUTHOR'S NAME     I   48.4  I   51.6  I   15.2
                         I   18.8  I   12.8  I
                         I---------I---------I
             RQ3C        I    106  I    162  I    268
  COMPLETE TITLE         I   39.6  I   60.4  I   25.3
                         I   25.6  I   25.0  I
                         I---------I---------I
             RQ3D        I     67  I     52  I    119
  PART TITLE             I   56.3  I   43.7  I   11.2
                         I   16.2  I    8.0  I
                         I---------I---------I
             RQ3E        I    148  I    237  I    385
  TOPIC WORD OR WORDS    I   38.4  I   61.6  I   36.3
                         I   35.7  I   36.6  I
                         I---------I---------I
             RQ3F        I    210  I    300  I    510
  SUBJECT HEADINGS       I   41.2  I   58.8  I   48.1
                         I   50.7  I   46.4  I
                         I---------I---------I
                 COLUMN       414       647      1061
                  TOTAL      39.0      61.0     100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   1061 VALID CASES           198 MISSING CASES
```

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SEARCH MODE CROSSTABS                                                        04/20/83       PAGE    5

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * C R O S S T A B U L A T I O N * * * * * * * * * * *
   RQUEST4  (TABULATING     1) I NEED THIS INFORMATION FOR:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   2

                     SRCHMOD2

               COUNT  ICOMMAND  LOOK UP
             ROW PCT  I                       ROW
             COL PCT  I                       TOTAL
                      I     1   I     2   I
RQUEST4       --------I---------I---------I
          RQ4A        I    86   I    98   I   184
  RECREATIONAL USES   I  46.7   I  53.3   I  17.2
                      I  20.7   I  15.0   I
                      I---------I---------I
          RQ4B        I    15   I    19   I    34
  MAKE-FIX SOMETHING  I  44.1   I  55.9   I   3.2
                      I   3.6   I   2.9   I
                      I---------I---------I
          RQ4C        I    50   I    80   I   130
  WORK OR JOB         I  38.5   I  61.5   I  12.2
                      I  12.0   I  12.3   I
                      I---------I---------I
          RQ4D        I   124   I   175   I   299
  PERSONAL INTEREST   I  41.5   I  58.5   I  28.0
                      I  29.9   I  26.8   I
                      I---------I---------I
          RQ4E        I    55   I    53   I   108
  HOBBY               I  50.9   I  49.1   I  10.1
                      I  13.3   I   8.1   I
                      I---------I---------I
          RQ4F        I   115   I   188   I   303
  CLASS-COURSE READINGI  38.0   I  62.0   I  28.4
                      I  27.7   I  28.8   I
                      I---------I---------I
          RQ4G        I   161   I   251   I   412
  COURSE PAPER-REPORT I  39.1   I  60.9   I  38.6
                      I  38.8   I  38.5   I
                      I---------I---------I
          RQ4H        I    51   I    70   I   121
  THESIS-DISSERTATION I  42.1   I  57.9   I  11.3
                      I  12.3   I  10.7   I
                      I---------I---------I
              COLUMN     415       652      1067
               TOTAL    38.9      61.1     100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)
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SEARCH MODE CROSSTABS                                                                     04/20/83         PAGE   6

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST4  (TABULATING     1) I NEED THIS INFORMATION FOR:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   2 OF   2

                       SRCHMOD2

                COUNT  ICOMMAND  LOOK UP
              ROW PCT  I                          ROW
              COL PCT  I                          TOTAL
                       I      1  I      2  I
RQUEST4         --------I--------I--------I
             RQ4I      I     35  I     45  I      80
  PUBLICATION          I   43.8  I   56.3  I     7.5
                       I    8.4  I    6.9  I
                       I--------I--------I
             RQ4J      I     13  I     35  I      48
  TEACHING A COURSE    I   27.1  I   72.9  I     4.5
                       I    3.1  I    5.4  I
                       I--------I--------I
             RQ4K      I     69  I     89  I     158
  KEEP UP ON TOPIC     I   43.7  I   56.3  I    14.8
                       I   16.6  I   13.7  I
                       I--------I--------I
               COLUMN       415       652       1067
                TOTAL      38.9      61.1      100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   1067 VALID CASES          192 MISSING CASES
```

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SEARCH MODE CROSSTABS                                                    04/20/83       PAGE    8

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ5       IN THIS SEARCH I FOUND                          BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                        SRCHMOD2
             COUNT  I
           ROW PCT  ICOMMAND   LOCK UP     ROW
           COL PCT  I                      TOTAL
           TOT PCT  I       1.I       2.I
RQ5        --------I---------I---------I
                1.  I    51   I    75   I    126
  MORE   THAN       I  40.5   I  59.5   I   11.9
                    I  12.4   I  11.6   I
                    I   4.8   I   7.1   I
                   -I---------I---------I
                2.  I    65   I    77   I    142
  ALL OR  MOST      I  45.8   I  54.2   I   13.4
                    I  15.8   I  12.0   I
                    I   6.2   I   7.3   I
                   -I---------I---------I
                3.  I   187   I   270   I    457
  SOME              I  40.9   I  59.1   I   43.3
                    I  45.4   I  41.9   I
                    I  17.7   I  25.6   I
                   -I---------I---------I
                4.  I   109   I   222   I    331
  NOTHING           I  32.9   I  67.1   I   31.3
                    I  26.5   I  34.5   I
                    I  10.3   I  21.0   I
                   -I---------I---------I
            COLUMN      412       644       1056
             TOTAL     39.0      61.0      100.0

CHI SQUARE =     8.68651 WITH   3 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0338
PEARSON'S R = 0.06759  SIGNIFICANCE =  0.0140

NUMBER OF MISSING OBSERVATIONS =     203
```

```
FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    RQ6       IN REL TO WHAT I WAS LOOKING FOR SEARCH      BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    SRCHMOD2
          COUNT   I
          ROW PCT ICOMMAND  LOOK UP    ROW
          COL PCT I                    TOTAL
          TOT PCT I       1.I       2.I
RQ6       --------I--------I--------I
             1    I   147  I   195  I   342
  VERY SATISFACTOR I  43.0  I  57.0  I  32.7
                  I  35.8  I  30.8  I
                  I  14.1  I  18.7  I
                 -I--------I--------I
             2.   I   138  I   214  I   352
  SOMEWHAT SATISFA I  39.2  I  60.8  I  33.7
                  I  33.6  I  33.8  I
                  I  13.2  I  20.5  I
                 -I--------I--------I
             3.   I    59  I    96  I   155
  SOMEWHAT UNSATIS I  38.1  I  61.9  I  14.8
                  I  14.4  I  15.1  I
                  I   5.6  I   9.2  I
                 -I--------I--------I
             4.   I    67  I   129  I   196
  VERY UNSATISFACT I  34.2  I  65.8  I  18.8
                  I  16.3  I  20.3  I
                  I   6.4  I  12.3  I
                 -I--------I--------I
          COLUMN     411      634     1045
           TOTAL     39.3     60.7    100.0

CHI SQUARE =     4.19385 WITH   3 DEGREES OF FREEDOM   SIGNIFICANCE =  0.2413
PEARSON'S R = 0.06225  SIGNIFICANCE =  0.0221

NUMBER OF MISSING OBSERVATIONS -     214
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FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * * *
    RQ7       CAME ACROSS OTHER THINGS OF INTEREST          BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                        SRCHMOD2
             COUNT   I
            ROW PCT  ICOMMAND  LOOK UP    ROW
            COL PCT  I                    TOTAL
            TOT PCT  I       1.I       2.I
RQ7         --------I--------I--------I
                1.   I   223  I   284  I   507
  YES                I  44.0  I  56.0  I  48.7
                     I  54.8  I  44.8  I
                     I  21.4  I  27.3  I
                    -I--------I--------I
                2.   I   184  I   350  I   534
  NO                 I  34.5  I  65.5  I  51.3
                     I  45.2  I  55.2  I
                     I  17.7  I  33.6  I
                    -I--------I--------I
            COLUMN       407      634     1041
             TOTAL      39.1     60.9    100.0

CORRECTED CHI SQUARE =      9.51806 WITH 1 DEGREE OF FREEDOM.  SIGNIFICANCE =  0.0020
      RAW CHI SQUARE =      9.91417 WITH 1 DEGREE OF FREEDOM.  SIGNIFICANCE =  0.0016
PEARSON'S R = 0.09759  SIGNIFICANCE =  0.0008

NUMBER OF MISSING OBSERVATIONS =     218
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SEARCH MODE CROSSTABS                                                           04/20/83       PAGE   12

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST8  (TABULATING     1) I GOT HELP FROM:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                      SRCHMOD2

               COUNT  ICOMMAND  LOOK UP
             ROW PCT  I                    ROW
             COL PCT  I                    TOTAL
                      I     1  I     2  I
RQUEST8       --------I--------I--------I
            RQ8A      I   111  I    68  I    179
  PRINTED MATTER-SIGNS I  62.0  I  38.0  I   17.4
                      I  27.5  I  10.8  I
                      I--------I--------I
            RQ8B      I   146  I   308  I    454
  TERMINAL SCREEN INST I  32.2  I  67.8  I   44.0
                      I  36.2  I  49.0  I
                      I--------I--------I
            RQ8C      I    29  I    16  I     45
  LIBRARY STAFF MEMBER I  64.4  I  35.6  I    4.4
                      I   7.2  I   2.5  I
                      I--------I--------I
            RQ8D      I    15  I    27  I     42
  PERSON NEARBY       I  35.7  I  64.3  I    4.1
                      I   3.7  I   4.3  I
                      I--------I--------I
            RQ8E      I   178  I   276  I    454
  I DID NOT GET HELP  I  39.2  I  60.8  I   44.0
                      I  44.2  I  43.9  I
                      I--------I--------I
              COLUMN     403      628       1031
               TOTAL    39.1     60.9      100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   1031 VALID CASES         228 MISSING CASES
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SEARCH MODE CROSSTABS                                                     04/20/83        PAGE   14

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   RQ9       GENERAL ATTITUDE TOWARD COMPUTER CAT IS      BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      SRCHMOD2
             COUNT   I
           ROW PCT  ICOMMAND  LOOK UP       ROW
           COL PCT  I                       TOTAL
           TOT PCT  I       1.I      2.I
RQ9        ---------I--------I--------I
               1.   I   299  I   429  I    728
  VERY FAVORABLE    I  41.1  I  58.9  I   70.8
                    I  74.9  I  68.2  I
                    I  29.1  I  41.7  I
                   -I--------I--------I
               2.   I    82  I   147  I    229
  SOMEWHAT FAVORAB  I  35.8  I  64.2  I   22.3
                    I  20.6  I  23.4  I
                    I   8.0  I  14.3  I
                   -I--------I--------I
               3.   I     9  I    23  I     32
  SOMEWHAT UNFAVOR  I  28.1  I  71.9  I    3.1
                    I   2.3  I   3.7  I
                    I   0.9  I   2.2  I
                   -I--------I--------I
               4.   I     9  I    30  I     39
  VERY    UNFAVORA  I  23.1  I  76.9  I    3.8
                    I   2.3  I   4.8  I
                    I   0.9  I   2.9  I
                   -I--------I--------I
            COLUMN      399      629      1028
             TOTAL      38.8     61.2     100.0

CHI SQUARE =      8.04007 WITH   3 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0452
PEARSON'S R = 0.08814  SIGNIFICANCE =  0.0023

NUMBER OF MISSING OBSERVATIONS =      231
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SEARCH MODE CROSSTABS                                                          04/20/83      PAGE   15

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * *
   RQ10      COMPUTER CAT COMPARED TO OTHER CAT              BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE  1 OF  1

                    SRCHMOD2
          COUNT   I
         ROW PCT  ICOMMAND  LOOK UP     ROW
         COL PCT  I                   TOTAL
         TOT PCT  I       1.I      2.I
RQ10     --------I---------I---------I
             1.   I   268   I   386   I   654
  BETTER          I  41.0   I  59.0   I  68.4
                  I  70.3   I  67.1   I
                  I  28.0   I  40.4   I
                 -I---------I---------I
             2.   I    57   I   107   I   164
  EQUAL           I  34.8   I  65.2   I  17.2
                  I  15.0   I  18.6   I
                  I   6.0   I  11.2   I
                 -I---------I---------I
             3.   I    56   I    82   I   138
  WORSE           I  40.6   I  59.4   I  14.4
                  I  14.7   I  14.3   I
                  I   5.9   I   8.6   I
                 -I---------I---------I
         COLUMN       381       575       956
          TOTAL      39.9      60.1     100.0

CHI SQUARE =      2.15345 WITH   2 DEGREES OF FREEDOM   SIGNIFICANCE =  0.3407
PEARSON'S R = 0.01853  SIGNIFICANCE =  0.2836

NUMBER OF MISSING OBSERVATIONS =      303
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FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ11      SEARCH BY TITLE IS DIFFICULT                      BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     SRCHMOD2
             COUNT  I
           ROW PCT  ICOMMAND  LOOK UP     ROW
           COL PCT  I                     TOTAL
           TOT PCT  I      1.I      2.I
RQ11       --------I--------I--------I
              -2.  I   166  I   204  I   370
  STRONGLY DISAGRE I  44.9  I  55.1  I  39.7
                   I  44.0  I  36.7  I
                   I  17.8  I  21.9  I
                  -I--------I--------I
              -1.  I   125  I   185  I   310
  DISAGREE         I  40.3  I  59.7  I  33.2
                   I  33.2  I  33.3  I
                   I  13.4  I  19.8  I
                  -I--------I--------I
               0.  I    42  I    88  I   130
  NEITHER A OR D   I  32.3  I  67.7  I  13.9
                   I  11.1  I  15.8  I
                   I   4.5  I   9.4  I
                  -I--------I--------I
               1.  I    37  I    47  I    84
  AGREE            I  44.0  I  56.0  I   9.0
                   I   9.8  I   8.5  I
                   I   4.0  I   5.0  I
                  -I--------I--------I
               2.  I     7  I    32  I    39
  STRONGLY AGREE   I  17.9  I  82.1  I   4.2
                   I   1.9  I   5.8  I
                   I   0.8  I   3.4  I
                  -I--------I--------I
            COLUMN     377      556      933
             TOTAL    40.4     59.6    100.0

CHI SQUARE =     15.22722 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0043
PEAPSON'S R = 0.09145  SIGNIFICANCE =  0.0026

NUMBER OF MISSING OBSERVATIONS =     326
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SEARCH MODE CROSSTABS                                                      04/20/83        PAGE   18

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
   RQ12      SEARCH BY AUTHOR IS EASY                     BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  SRCHMOD2
           COUNT  I
         ROW PCT  ICOMMAND  LOOK UP     ROW
         COL PCT  I                    TOTAL
         TOT PCT  I      1.I      2.I
RQ12     ---------I--------I--------I
             -2.  I    17  I    14  I    31
  STRONGLY DISAGRE I  54.8  I  45.2  I   3.3
                  I   4.5  I   2.5  I
                  I   1.8  I   1.5  I
                 -I--------I--------I
             -1.  I    26  I    34  I    60
  DISAGREE        I  43.3  I  56.7  I   6.3
                  I   6.8  I   6.0  I
                  I   2.7  I   3.6  I
                 -I--------I--------I
              0.  I    37  I    72  I   109
  NEITHER A OR D  I  33.9  I  66.1  I  11.5
                  I   9.7  I  12.7  I
                  I   3.9  I   7.6  I
                 -I--------I--------I
              1.  I   145  I   217  I   362
  AGREE           I  40.1  I  59.9  I  38.2
                  I  38.1  I  38.3  I
                  I  15.3  I  22.9  I
                 -I--------I--------I
              2.  I   156  I   230  I   386
  STRONGLY AGREE  I  40.4  I  59.6  I  40.7
                  I  40.9  I  40.6  I
                  I  16.5  I  24.3  I
                 -I--------I--------I
          COLUMN     381      567      948
           TOTAL    40.2     59.8    100.0

CHI SQUARE =     4.79334 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.3092
PEARSON'S R = 0.02027  SIGNIFICANCE =  0.2666

NUMBER OF MISSING OBSERVATIONS =      311
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SEARCH MODE CROSSTABS                                                                   04/29/83        PAGE   19

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
    RQ13      SEARCH BY SUBJECT IS DIFFICULT                    BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     SRCHMOD2
             COUNT  I
             ROW PCT ICOMMAND  LOOK UP     ROW
             COL PCT I                     TOTAL
             TOT PCT I      1.I      2.I
RQ13         --------I--------I--------I
                 -2. I   105  I   157  I    262
  STRONGLY DISAGRE   I  40.1  I  59.9  I   27.3
                     I  27.8  I  27.0  I
                     I  10.9  I  16.4  I
                    -I--------I--------I
                 -1. I   106  I   171  I    277
  DISAGREE           I  38.3  I  61.7  I   28.9
                     I  28.0  I  29.4  I
                     I  11.0  I  17.8  I
                    -I--------I--------I
                  0. I    62  I    97  I    159
  NEITHER A OR D     I  39.0  I  61.0  I   16.6
                     I  16.4  I  16.7  I
                     I   6.5  I  10.1  I
                    -I--------I--------I
                  1. I    77  I   104  I    181
  AGREE              I  42.5  I  57.5  I   18.9
                     I  20.4  I  17.9  I
                     I   8.0  I  10.8  I
                    -I--------I--------I
                  2. I    28  I    53  I     81
  STRONGLY AGREE     I  34.6  I  65.4  I    8.4
                     I   7.4  I   9.1  I
                     I   2.9  I   5.5  I
                    -I--------I--------I
            COLUMN       378      582       960
             TOTAL      39.4     60.6     100.0

CHI SQUARE =      1.75044 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.7815
PEARSON'S R = 0.00438  SIGNIFICANCE =  0.4461

NUMBER OF MISSING OBSERVATIONS =     299
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SEARCH MODE CROSSTABS                                                          04/20/83        PAGE   21

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   RQ15      SEARCH BY AUTHOR-TITLE IS DIFFICULT         BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     SRCHMOD2
            COUNT  I
          ROW PCT  ICOMMAND  LOOK UP    ROW
          COL PCT  I                    TOTAL
          TOT PCT  I      1.I      2.I
RQ15      ---------I--------I--------I
              -2.  I   149  I   219  I   368
  STRONGLY DISAGRE I  40.5  I  59.5  I  42.2
                   I  42.8  I  41.8  I
                   I  17.1  I  25.1  I
                  -I--------I--------I
              -1.  I   101  I   143  I   244
  DISAGREE         I  41.4  I  58.6  I  28.0
                   I  29.0  I  27.3  I
                   I  11.6  I  16.4  I
                  -I--------I--------I
               0.  I    56  I    97  I   153
  NEITHER A OR D   I  36.6  I  63.4  I  17.5
                   I  16.1  I  18.5  I
                   I   6.4  I  11.1  I
                  -I--------I--------I
               1.  I    32  I    40  I    72
  AGREE            I  44.4  I  55.6  I   8.3
                   !   9.2  I   7.6  I
                   :   3.7  I   4.6  I
                  -I--------I--------I
               2.  I    10  I    25  I    35
  STRONGLY AGREE   I  28.6  I  71.4  I   4.0
                   I   2.9  I   4.8  I
                   I   1.1  I   2.9  I
                  -I--------I--------I
           COLUMN      348      524      872
            TOTAL     39.9     60.1    100.0

CHI SQUARE =     3.46744 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.4828
PEARSON'S R = 0.02594  SIGNIFICANCE =  0.2221

NUMBER OF MISSING OBSERVATIONS =     387
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SEARCH MODE CROSSTABS                                                                    04/20/83        PAGE   22

FILE   LINKQST  (CREATION DATE = 01/26/83)
* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ16      REMBERING COMMANDS EASY                               BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   SRCHMOD2
         COUNT   I
        ROW PCT  ICOMMAND  LOOK UP      ROW
        COL PCT  I                     TOTAL
        TOT PCT  I      1.I      2.I
RQ16    --------I--------I--------I
          -2.   I    27  I    39  I    66
 STRONGLY DISAGRE I  40.9  I  59.1  I   7.3
                I   7.2  I   7.5  I
                I   3.0  I   4.3  I
               -I--------I--------I
          -1.   I    73  I   102  I   175
 DISAGREE       I  41.7  I  58.3  I  19.5
                I  19.4  I  19.5  I
                I   8.1  I  11.3  I
               -I--------I--------I
           0.   I    65  I   118  I   183
 NEITHER A OR D I  35.5  I  64.5  I  20.4
                I  17.3  I  22.6  I
                I   7.2  I  13.1  I
               -I--------I--------I
           1.   I   137  I   149  I   286
 AGREE          I  47.9  I  52.1  I  31.8
                I  36.4  I  28.5  I
                I  15.2  I  16.6  I
               -I--------I--------I
           2.   I    74  I   115  I   189
 STRONGLY AGREE I  39.2  I  60.8  I  21.0
                I  19.7  I  22.0  I
                I   8.2  I  12.8  I
               -I--------I--------I
         COLUMN     376      523      899
          TOTAL    41.8     58.2    100.0

CHI SQUARE =     7.90971 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0949
PEARSON'S R =-0.01605  SIGNIFICANCE =  0.3154

NUMBER OF MISSING OBSERVATIONS =      360
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FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
    RQ17      FINDING CORRECT SUBJECT TERM DIFFICULT       BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    SRCHMOD2
            COUNT  I
          ROW PCT  ICOMMAND   LOOK UP     ROW
          COL PCT  I                      TOTAL
          TOT PCT  I       1.I       2.I
RQ17      --------I--------I--------I
              -2.  I    25  I    44  I      69
  STRONGLY DISAGRE I  36.2  I  63.8  I     7.4
                   I   6.8  I   7.8  I
                   I   2.7  I   4.7  I
                  -I--------I--------I
              -1.  I    70  I   110  I     180
  DISAGREE         I  38.9  I  61.1  I    19.4
                   I  19.2  I  19.6  I
                   I   7.6  I  11.9  I
                  -I--------I--------I
               0.  I    72  I   111  I     183
  NEITHER A OR D   I  39.3  I  60.7  I    19.7
                   I  19.7  I  19.8  I
                   I   7.8  I  12.0  I
                  -I--------I--------I
               1.  I   133  I   218  I     351
  AGREE            I  37.9  I  62.1  I    37.9
                   I  36.4  I  38.8  I
                   I  14.3  I  23.5  I
                  -I--------I--------I
               2.  I    65  I    79  I     144
  STRONGLY AGREE   I  45.1  I  54.9  I    15.5
                   I  17.8  I  14.1  I
                   I   7.0  I   8.5  I
                  -I--------I--------I
           COLUMN      365       562       927
            TOTAL     39.4      60.6     100.0

CHI SQUARE =      2.63107 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.6213
PEARSON'S R =-0.03131  SIGNIFICANCE =  0.1705

NUMBER OF MISSING OBSERVATIONS =     332
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SEARCH MODE CROSSTABS                                                     04/20/83        PAGE   24

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ18      SCANNING THROUGH  LONG DISPLAY EASY           BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                        SRCHMOD2
            COUNT   I
           ROW PCT  ICOMMAND  LOOK UP     ROW
           COL PCT  I                     TOTAL
           TOT PCT  I       1.I       2.I
RQ18       --------I--------I--------I
              -2.   I    29  I    50  I     79
  STRONGLY DISAGRE  I  36.7  I  63.3  I    8.6
                    I   7.8  I   9.1  I
                    I   3.2  I   5.4  I
                   -I--------I--------I
              -1.   I   116  I   108  I    224
  DISAGREE          I  51.8  I  48.2  I   24.3
                    I  31.3  I  19.7  I
                    I  12.6  I  11.7  I
                   -I--------I--------I
               0.   I    65  I   106  I    171
  NEITHER A OR D    I  38.0  I  62.0  I   18.6
                    I  17.5  I  19.3  I
                    I   7.1  I  11.5  I
                   -I--------I--------I
               1.   I   109  I   191  I    300
  AGREE             I  36.3  I  63.7  I   32.6
                    I  29.4  I  34.8  I
                    I  11.8  I  20.8  I
                   -I--------I--------I
               2.   I    52  I    94  I    146
  STRONGLY AGREE    I  35.6  I  64.4  I   15.9
                    I  14.0  I  17.1  I
                    I   5.7  I  10.2  I
                   -I--------I--------I
           COLUMN       371      549      920
            TOTAL      40.3     59.7    100.0

CHI SQUARE =     16.36748 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0026
PEARSON'S R = 0.08277  SIGNIFICANCE =  0.0060

NUMBER OF MISSING OBSERVATIONS =      339
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SEARCH MODE CROSSTABS                                                        04/20/83      PAGE   25

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    RQ19      INCREASING THE RESULT DIFF                        BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    SRCHMOD2
           COUNT   I
           ROW PCT ICOMMAND  LOOK UP    ROW
           COL PCT I                    TOTAL
           TOT PCT I      1.I      2.I
RQ19       --------I--------I--------I
             -2.   I    25  I    28  I    53
  STRONGLY DISAGRE I  47.2  I  52.8  I   6.2
                   I   7.3  I   5.5  I
                   I   2.9  I   3.3  I
                  -I--------I--------I
             -1.   I    67  I    72  I   139
  DISAGREE         I  48.2  I  51.8  I  16.3
                   I  19.5  I  14.1  I
                   I   7.8  I   8.4  I
                  -I--------I--------I
              0.   I    71  I   130  I   201
  NEITHER A OR D   I  35.3  I  64.7  I  23.5
                   I  20.7  I  25.4  I
                   I   8.3  I  15.2  I
                  -I--------I--------I
              1.   I   143  I   213  I   356
  AGREE            I  40.2  I  59.8  I  41.6
                   I  41.7  I  41.6  I
                   I  16.7  I  24.9  I
                  -I--------I--------I
              2.   I    37  I    69  I   106
  STRONGLY AGREE   I  34.9  I  65.1  I  12.4
                   I  10.8  I  13.5  I
                   I   4.3  I   8.1  I
                  -I--------I--------I
           COLUMN      343      512      855
           TOTAL      40.1     59.9    100.0

CHI SQUARE =     8.00040 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0916
PEARSON'S R = 0.06497  SIGNIFICANCE =  0.0288

NUMBER OF MISSING OBSERVATIONS =     404
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SEARCH MODE CROSSTABS                                                        04/20/83        PAGE   26

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ20      REDUCING THE RESULT EASY                        BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      SRCHMOD2

               COUNT  I
             ROW PCT  ICOMMAND  LOOK UP    ROW
             COL PCT  I                    TOTAL
             TOT PCT  I      1.I      2.I
RQ20         --------I--------I--------I
                 -2.  I    20  I    37  I    57
  STRONGLY DISAGRE   I  35.1  I  64.9  I   6.9
                      I   5.8  I   7.6  I
                      I   2.4  I   4.4  I
                     -I--------I--------I
                 -1.  I    70  I   102  I   172
  DISAGREE            I  40.7  I  59.3  I  20.7
                      I  20.4  I  20.9  I
                      I   8.4  I  12.3  I
                     -I--------I--------I
                  0.  I    68  I   159  I   227
  NEITHER A OR D      I  30.0  I  70.0  I  27.3
                      I  19.8  I  32.5  I
                      I   8.2  I  19.1  I
                     -I--------I--------I
                  1.  I   126  I   128  I   254
  AGREE               I  49.6  I  50.4  I  30.5
                      I  36.7  I  26.2  I
                      I  15.1  I  15.4  I
                     -I--------I--------I
                  2.  I    59  I    63  I   122
  STRONGLY AGREE      I  48.4  I  51.6  I  14.7
                      I  17.2  I  12.9  I
                      I   7.1  I   7.6  I
                     -I--------I--------I
              COLUMN      343      489      832
               TOTAL     41.2     58.8    100.0

CHI SQUARE =    22.73047 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0001
PEARSON'S R =-0.09950  SIGNIFICANCE =  0.0020

NUMBER OF MISSING OBSERVATIONS =      427
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FILE   LINKQST  (CREATION DATE = 01/26/33)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   RQ21      UNDERSTAND SCREEN EXPLANATIONS DIFF            BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     SRCHMOD2
          COUNT   I
          ROW PCT ICOMMAND   LOOK UP    ROW
          COL PCT I                     TOTAL
          TOT PCT I       1.I       2.I
RQ21      --------I--------I--------I
             -2.  I   144  I   250  I   394
  STRONGLY DISAGRE I  36.5  I  63.5  I  42.5
                  I  39.5  I  44.5  I
                  I  15.5  I  27.0  I
                 -I--------I--------I
             -1.  I   171  I   207  I   378
  DISAGREE        I  45.2  I  54.8  I  40.8
                  I  46.8  I  36.8  I
                  I  18.4  I  22.3  I
                 -I--------I--------I
              0.  I    27  I    51  I    78
  NEITHER A OR D  I  34.6  I  65.4  I   8.4
                  I   7.4  I   9.1  I
                  I   2.9  I   5.5  I
                 -I--------I--------I
              1.  I    12  I    33  I    45
  AGREE           I  26.7  I  73.3  I   4.9
                  I   3.3  I   5.9  I
                  I   1.3  I   3.6  I
                 -I--------I--------I
              2.  I    11  I    21  I    32
  STRONGLY AGREE  I  34.4  I  65.6  I   3.5
                  I   3.0  I   3.7  I
                  I   1.2  I   2.3  I
                 -I--------I--------I
         COLUMN      365      562      927
          TOTAL     39.4     60.6    100.0

CHI SQUARE =     10.88226 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0279
PEARSON'S R = 0.01951  SIGNIFICANCE =  0.2765

NUMBER OF MISSING OBSERVATIONS =      332
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FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ22      USING CODES OR ABBREVIATIONS EASY             BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 SRCHMOD2
         COUNT  I
        ROW PCT ICOMMAND  LOOK UP     ROW
        COL PCT I                    TOTAL
        TOT PCT I       1.I      2.I
RQ22    --------I--------I--------I
            -2. I     8  I    22  I     30
  STRONGLY DISAGRE I  26.7  I  73.3  I   3.6
                I   2.2  I   4.7  I
                I   1.0  I   2.7  I
               -I--------I--------I
            -1. I    28  I    66  I     94
  DISAGREE      I  29.8  I  70.2  I   11.3
                I   7.7  I  14.1  I
                I   3.4  I   8.0  I
               -I--------I--------I
             0. I    67  I   140  I    207
  NEITHER A OR D I  32.4  I  67.6  I   25.0
                I  18.5  I  30.0  I
                I   8.1  I  16.9  I
               -I--------I--------I
             1. I   154  I   154  I    308
  AGREE         I  50.0  I  50.0  I   37.2
                I  42.5  I  33.0  I
                I  18.6  I  18.6  I
               -I--------I--------I
             2. I   105  I    85  I    190
  STRONGLY AGREE I  55.3  I  44.7  I   22.9
                I  29.0  I  18.2  I
                I  12.7  I  10.3  I
               -I--------I--------I
         COLUMN     362      467       829
          TOTAL    43.7     56.3     100.0

CHI SQUARE =    37.03925 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0000
PEARSON'S R =-0.19850  SIGNIFICANCE =  0.0000

NUMBER OF MISSING OBSERVATIONS =     430
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SEARCH MODE CROSSTABS                                                    04/20/83        PAGE   29

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ23      UNDERSTANDING CODES OR ABBREV EASY           BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                         SRCHMOD2
                COUNT  |
                ROW PCT |COMMAND  LOOK UP    ROW
                COL PCT |                    TOTAL
                TOT PCT |      1.|      2.|
RQ23            --------|--------|--------|
                  -2.   |    2   |   15   |    17
  STRONGLY DISAGRE |   11.8   |  88.2   |   1.9
                        |    0.5   |   2.8   |
                        |    0.2   |   1.7   |
                       -|--------|--------|
                  -1.   |   21   |   30   |    51
  DISAGREE              |   41.2   |  58.8   |   5.6
                        |    5.7   |   5.6   |
                        |    2.3   |   3.3   |
                       -|--------|--------|
                   0.   |   63   |  106   |   169
  NEITHER A OR D        |   37.3   |  62.7   |  18.7
                        |   17.0   |  19.8   |
                        |    7.0   |  11.7   |
                       -|--------|--------|
                   1.   |  135   |  261   |   446
  AGREE                 |   41.5   |  58.5   |  49.2
                        |   49.9   |  48.8   |
                        |   20.4   |  28.8   |
                       -|--------|--------|
                   2.   |  100   |  123   |   223
  STRONGLY AGREE        |   44.8   |  55.2   |  24.6
                        |   27.0   |  23.0   |
                        |   11.0   |  13.6   |
                       -|--------|--------|
                COLUMN     371      535      906
                 TOTAL    40.9     59.1    100.0

CHI SQUARE =      8.38119 WITH    4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0786
PEARSON'S R =-0.07346  SIGNIFICANCE =  0.0135

NUMBER OF MISSING OBSERVATIONS =      353
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SEARCH MODE CROSSTABS                                                           04/20/83      PAGE   30

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ24      LOCATING CALL NUMBERS DIFFICULT                BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    SRCHMOD2
            COUNT  I
           ROW PCT ICOMMAND  LOOK UP     ROW
           COL PCT I                     TOTAL
           TOT PCT I       1.I       2.I
RQ24       --------I--------I--------I
               -2. I   139  I   190  I   329
  STRONGLY DISAGRE I  42.2  I  57.8  I  36.7
                   I  38.3  I  35.6  I
                   I  15.5  I  21.2  I
                  -I--------I--------I
               -1. I   146  I   187  I   333
  DISAGREE         I  43.8  I  56.2  I  37.2
                   I  40.2  I  35.1  I
                   I  16.3  I  20.9  I
                  -I--------I--------I
                0. I    33  I    69  I   102
  NEITHER A OR D   I  32.4  I  67.6  I  11.4
                   I   9.1  I  12.9  I
                   I   3.7  I   7.7  I
                  -I--------I--------I
                1. I    31  I    61  I    92
  AGREE            I  33.7  I  66.3  I  10.3
                   I   8.5  I  11.4  I
                   I   3.5  I   6.8  I
                  -I--------I--------I
                2. I    14  I    26  I    40
  STRONGLY AGREE   I  35.0  I  65.0  I   4.5
                   I   3.9  I   4.9  I
                   I   1.6  I   2.9  I
                  -I--------I--------I
           COLUMN      363      533      896
            TOTAL     40.5     59.5    100.0

CHI SQUARE =     7.04132 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.1337
PEARSON'S R = 0.06654  SIGNIFICANCE =  0.0232

NUMBER OF MISSING OBSERVATIONS =      363
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SEARCH MODE CROSSTABS                                                    04/20/83       PAGE   31

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ25      USING TRUNCATION IS EASY                          BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                 SRCHMOD2
          COUNT  I
        ROW PCT  ICOMMAND  LOOK UP     ROW
        COL PCT  I                     TOTAL
        TOT PCT  I      1.I      2.I
RQ25    --------I--------I--------I
            -2.  I    11  I    49  I     60
  STRONGLY DISAGRE I  18.3  I  81.7  I    8.0
                 I   3.5  I  11.3  I
                 I   1.5  I   6.5  I
                -I--------I--------I
            -1.  I    55  I    75  I    130
  DISAGREE       I  42.3  I  57.7  I   17.4
                 I  17.5  I  17.2  I
                 I   7.3  I  10.0  I
                -I--------I--------I
             0.  I    94  I   157  I    251
  NEITHER A OR D I  37.5  I  62.5  I   33.5
                 I  29.9  I  36.1  I
                 I  12.6  I  21.0  I
                -I--------I--------I
             1.  I   100  I   103  I    203
  AGREE          I  49.3  I  50.7  I   27.1
                 I  31.8  I  23.7  I
                 I  13.4  I  13.8  I
                -I--------I--------I
             2.  I    54  I    51  I    105
  STRONGLY AGREE I  51.4  I  48.6  I   14.0
                 I  17.2  I  11.7  I
                 I   7.2  I   6.8  I
                -I--------I--------I
         COLUMN      314      435       749
          TOTAL     41.9     58.1     100.0

CHI SQUARE =     24.16975 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0001
PEARSON'S R =-0.14996   SIGNIFICANCE =  0.0000

NUMBER OF MISSING OBSERVATIONS =      510
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FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ26      USING BOOLEAN OPERATORS DIFF                  BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     SRCHMOD2
           COUNT   I
           ROW PCT ICOMMAND   LOOK UP     ROW
           COL PCT I                      TOTAL
           TOT PCT I      1.I      2.I
RQ26       --------I--------I--------I
             -2.   I   115  I    89  I    204
  STRONGLY DISAGRE I  56.4  I  43.6  I   25.9
                   I  33.5  I  20.0  I
                   I  14.6  I  11.3  I
                  -I--------I--------I
             -1.   I   104  I   138  I    242
  DISAGREE         I  43.0  I  57.0  I   30.7
                   I  30.3  I  31.0  I
                   I  13.2  I  17.5  I
                  -I--------I--------I
              0.   I    57  I   124  I    181
  NEITHER A OR D   I  31.5  I  68.5  I   23.0
                   I  16.6  I  27.9  I
                   I   7.2  I  15.7  I
                  -I--------I--------I
              1.   I    49  I    53  I    102
  AGREE            I  48.0  I  52.0  I   12.9
                   I  14.3  I  11.9  I
                   I   6.2  I   6.7  I
                  -I--------I--------I
              2.   I    18  I    41  I     59
  STRONGLY AGREE   I  30.5  I  69.5  I    7.5
                   I   5.2  I   9.2  I
                   I   2.3  I   5.2  I
                  -I--------I--------I
           COLUMN      343      445       788
            TOTAL     43.5     56.5     100.0

CHI SQUARE =     29.30252 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0000
PEARSON'S R = 0.13036  SIGNIFICANCE =  0.0001

NUMBER OF MISSING OBSERVATIONS =      471
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SEARCH MODE CROSSTABS                                                    04/20/83        PAGE   33

FILE   LINKQST   (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    RQ27       REM ING EXACT SEQ OF COMM EASY                      BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      SRCHMOD2
              COUNT  |
             ROW PCT |COMMAND  LOOK UP     ROW
             COL PCT |                    TOTAL
             TOT PCT |       1.|      2.|
RQ27         --------|---------|--------|
                 -2. |    11   |    26  |    37
  STRONGLY DISAGRE   |  29.7   |  70.3  |   4.5
                     |   3.1   |   5.7  |
                     |   1.3   |   3.2  |
                    -|---------|--------|
                 -1. |    60   |    79  |   139
  DISAGREE           |  43.2   |  56.8  |  17.0
                     |  16.7   |  17.2  |
                     |   7.3   |   9.6  |
                    -|---------|--------|
                  0. |    75   |   124  |   199
  NEITHER A OR D     |  37.7   |  62.3  |  24.3
                     |  20.9   |  27.0  |
                     |   9.2   |  15.1  |
                    -|---------|--------|
                  1. |   148   |   151  |   299
  AGREE              |  49.5   |  50.5  |  36.5
                     |  41.2   |  32.8  |
                     |  18.1   |  18.4  |
                    -|---------|--------|
                  2. |    65   |    80  |   145
  STRONGLY AGREE     |  44.8   |  55.2  |  17.7
                     |  18.1   |  17.4  |
                     |   7.9   |   9.8  |
                    -|---------|--------|
              COLUMN     359      460      819
               TOTAL    43.8     56.2    100.0

CHI SQUARE =    10.02233 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0401
PEARSON'S R =-0.06968  SIGNIFICANCE =  0.0231

NUMBER OF MISSING OBSERVATIONS =      440
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SEARCH MODE CROSSTABS                                                04/20/83        PAGE   34

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ28      UNDERSTANDING INITIAL SCREEN INSTR DIFF      BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                    SRCHMOD2
             COUNT  I
           ROW PCT  ICOMMAND  LOOK UP    ROW
           COL PCT  I                    TOTAL
           TOT PCT  I      1.I      2.I
RQ28       --------I--------I--------I
               -2.  I   144  I   226  I   370
  STRONGLY DISAGRE  I  38.9  I  61.1  I  41.2
                    I  40.4  I  41.8  I
                    I  16.1  I  25.2  I
                   -I--------I--------I
               -1.  I   161  I   200  I   361
  DISAGREE          I  44.6  I  55.4  I  40.2
                    I  45.2  I  37.0  I
                    I  17.9  I  22.3  I
                   -I--------I--------I
                0.  I    31  I    55  I    86
  NEITHER A OR D    I  36.0  I  64.0  I   9.6
                    I   8.7  I  10.2  I
                    I   3.5  I   6.1  I
                   -I--------I--------I
                1.  I    12  I    34  I    46
  AGREE             I  26.1  I  73.9  I   5.1
                    I   3.4  I   6.3  I
                    I   1.3  I   3.8  I
                   -I--------I--------I
                2.  I     8  I    26  I    34
  STRONGLY AGREE    I  23.5  I  76.5  I   3.8
                    I   2.2  I   4.8  I
                    I   0.9  I   2.9  I
                   -I--------I--------I
            COLUMN      356      541      897
             TOTAL     39.7     60.3    100.0

CHI SQUARE =     11.46794 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0218
PEARSON'S R = 0.06528  SIGNIFICANCE =  0.0253

NUMBER OF MISSING OBSERVATIONS =      362
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SEARCH MODE CROSSTABS                                                    04/20/83        PAGE   35

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   RQ29      UNDERSTANDING SINGLE BOOK DISPLAY EASY        BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      SRCHMOD2
            COUNT   I
            ROW PCT ICOMMAND   LOOK UP    ROW
            COL PCT I                     TOTAL
            TOT PCT I       1.I       2.I
RQ29        --------I---------I---------I
              -2.   I     6   I    18   I    24
  STRONGLY DISAGRE  I  25.0   I  75.0   I   2.7
                    I   1.7   I   3.4   I
                    I   0.7   I   2.0   I
                   -I---------I---------I
              -1.   I     8   I    30   I    38
  DISAGREE          I  21.1   I  78.9   I   4.3
                    I   2.3   I   5.7   I
                    I   0.9   I   3.4   I
                   -I---------I---------I
               0.   I    30   I    54   I    84
  NEITHER A OR D    I  35.7   I  64.3   I   9.6
                    I   8.5   I  10.3   I
                    I   3.4   I   6.1   I
                   -I---------I---------I
               1.   I   179   I   245   I   424
  AGREE             I  42.2   I  57.8   I  48.2
                    I  50.4   I  46.8   I
                    I  20.4   I  27.9   I
                   -I---------I---------I
               2.   I   132   I   177   I   309
  STRONGLY AGREE    I  42.7   I  57.3   I  35.2
                    I  37.2   I  33.8   I
                    I  15.0   I  20.1   I
                   -I---------I---------I
            COLUMN      355       524       879
             TOTAL     40.4      59.6     100.0

CHI SQUARE =     10.30946 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0355
PEARSON'S R =-0.09236  SIGNIFICANCE =  0.0031

NUMBER OF MISSING OBSERVATIONS =     380
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SEARCH MODE CROSSTABS                                                              04/20/83         PAGE   36

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    RQ30      UNDERSTANDING MULTIPLE BOOK DISPLAY DIFF     BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                        SRCHMOD2
               COUNT   I
               ROW PCT ICOMMAND  LOOK UP     ROW
               COL PCT I                     TOTAL
               TOT PCT I       1.I      2.I
RQ30           --------I--------I--------I
                  -2.  I   104  I   140  I   244
  STRONGLY DISAGRE I  42.6  I  57.4  I  28.4
                       I  29.8  I  27.5  I
                       I  12.1  I  16.3  I
                      -I--------I--------I
                  -1.  I   180  I   224  I   404
  DISAGREE             I  44.6  I  55.4  I  47.1
                       I  51.6  I  44.0  I
                       I  21.0  I  26.1  I
                      -I--------I--------I
                   0.  I    45  I    82  I   127
  NEITHER A OR D       I  35.4  I  64.6  I  14.8
                       I  12.9  I  16.1  I
                       I   5.2  I   9.6  I
                      -I--------I--------I
                   1.  I    10  I    42  I    52
  AGREE                I  19.2  I  80.8  I   6.1
                       I   2.9  I   8.3  I
                       I   1.2  I   4.9  I
                      -I--------I--------I
                   2.  I    10  I    21  I    31
  STRONGLY AGREE       I  32.3  I  67.7  I   3.6
                       I   2.9  I   4.1  I
                       I   1.2  I   2.4  I
                      -I--------I--------I
              COLUMN       349      509      858
               TOTAL      40.7     59.3    100.0

CHI SQUARE =     15.16928 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0044
PEARSON'S R = 0.09899  SIGNIFICANCE =  0.0019

NUMBER OF MISSING OBSERVATIONS =      401
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SEARCH MODE CROSSTABS                                                                04/20/83        PAGE   37

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ31      INTERRUPTING-STOPPING THE DISPLAY EASY        BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF   1

                      SRCHMOD2
           COUNT    I
         ROW PCT  ICOMMAND  LOOK UP      ROW
         COL PCT  I                     TOTAL
         TOT PCT  I       1.I       2.I
RQ31     --------I--------I--------I
             -2.  I    33  I    60  I     93
  STRONGLY DISAGRE I  35.5  I  64.5  I   11.2
                  I   9.8  I  12.2  I
                  I   4.0  I   7.3  I
                 -I--------I--------I
             -1.  I    66  I    96  I    162
  DISAGREE        I  40.7  I  59.3  I   19.6
                  I  19.6  I  19.6  I
                  I   8.0  I  11.6  I
                 -I--------I--------I
              0.  I    33  I    96  I    129
  NEITHER A OR D  I  25.6  I  74.4  I   15.6
                  I   9.8  I  19.6  I
                  I   4.0  I  11.6  I
                 -I--------I--------I
              1.  I   120  I   145  I    265
  AGREE           I  45.3  I  54.7  I   32.0
                  I  35.6  I  29.6  I
                  I  14.5  I  17.5  I
                 -I--------I--------I
              2.  I    85  I    93  I    178
  STRONGLY AGREE  I  47.8  I  52.2  I   21.5
                  I  25.2  I  19.0  I
                  I  10.3  I  11.2  I
                 -I--------I--------I
          COLUMN      337      490       827
           TOTAL     40.7     59.3     100.0

CHI SQUARE =     19.23207 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0007
PEARSON'S R =-0.08778  SIGNIFICANCE =  0.0058

NUMBER OF MISSING OBSERVATIONS =      432
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FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
   RQ32      TYPING IN EXACT SPELLING IS DIFF                  BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                        SRCHMOD2
                COUNT  I
               ROW PCT ICOMMAND  LOOK UP      ROW
               COL PCT I                      TOTAL
               TOT PCT I       1.I       2.I
RQ32           --------I--------I--------I
                  -2.  I    79  I   131  I    210
  STRONGLY DISAGRE     I  37.6  I  62.4  I   23.8
                       I  22.4  I  24.6  I
                       I   8.9  I  14.8  I
                      -I--------I--------I
                  -1.  I   117  I   162  I    279
  DISAGREE             I  41.9  I  58.1  I   31.6
                       I  33.2  I  30.5  I
                       I  13.2  I  18.3  I
                      -I--------I--------I
                   0.  I    67  I   101  I    168
  NEITHER A OR D       I  39.9  I  60.1  I   19.0
                       I  19.0  I  19.0  I
                       I   7.6  I  11.4  I
                      -I--------I--------I
                   1.  I    68  I   102  I    170
  AGREE                I  40.0  I  60.0  I   19.2
                       I  19.3  I  19.2  I
                       I   7.7  I  11.5  I
                      -I--------I--------I
                   2.  I    21  I    36  I     57
  STRONGLY AGREE       I  36.8  I  63.2  I    6.4
                       I   6.0  I   6.8  I
                       I   2.4  I   4.1  I
                      -I--------I--------I
               COLUMN      352      532       884
                TOTAL     39.8     60.2     100.0

CHI SQUARE =      1.15905 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.8848
PEARSON'S R =-0.00047  SIGNIFICANCE =  0.4944

NUMBER OF MISSING OBSERVATIONS =      375
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SEARCH MODE CROSSTABS                                                        04/20/83       PAGE   39

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * *
   RQ33      KNOWING WHAT IS INCLUDED EASY                       BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     SRCHMOD2
             COUNT  I
             ROW PCT ICOMMAND  LOOK UP     ROW
             COL PCT I                     TOTAL
             TOT PCT I       1.I       2.I
RQ33         --------I--------I--------I
                -2.  I    34  I    59  I     93
  STRONGLY DISAGRE I  36.6  I  63.4  I   11.3
                     I  10.2  I  12.0  I
                     I   4.1  I   7.2  I
                    -I--------I--------I
                -1.  I   105  I   148  I    253
  DISAGREE           I  41.5  I  58.5  I   30.7
                     I  31.5  I  30.1  I
                     I  12.7  I  18.0  I
                    -I--------I--------I
                 0.  I    92  I   135  I    227
  NEITHER A OR D     I  40.5  I  59.5  I   27.5
                     I  27.6  I  27.5  I
                     I  11.2  I  16.4  I
                    -I--------I--------I
                 1.  I    77  I   100  I    177
  AGREE              I  43.5  I  56.5  I   21.5
                     I  23.1  I  20.4  I
                     I   9.3  I  12.1  I
                    -I--------I--------I
                 2.  I    25  I    49  I     74
  STRONGLY AGREE     I  33.8  I  66.2  I    9.0
                     I   7.5  I  10.0  I
                     I   3.0  I   5.9  I
                    -I--------I--------I
            COLUMN       333       491       824
             TOTAL      40.4      59.6     100.0

CHI SQUARE =      2.75164 WITH    4 DEGREES OF FREEDOM    SIGNIFICANCE =  0.6002
PEARSON'S R =-0.00015  SIGNIFICANCE =  0.4983

NUMBER OF MISSING OBSERVATIONS =      435
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SEARCH MODE CROSSTABS                                                    04/20/83        PAGE   40

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ34      ORDER OF DISPLAY EASY TO UNDERST             BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      SRCHMOD2
            COUNT   I
            ROW PCT ICOMMAND  LOOK UP    ROW
            COL PCT I                    TOTAL
            TOT PCT I      1.I      2.I
RQ34        --------I--------I--------I
               -2.  I     8  I    17  I    25
  STRONGLY DISAGRE  I  32.0  I  68.0  I   2.9
                    I   2.3  I   3.3  I
                    I   0.9  I   1.9  I
                   -I--------I--------I
               -1.  I    31  I    43  I    74
  DISAGREE          I  41.9  I  58.1  I   8.5
                    I   8.8  I   8.3  I
                    I   3.5  I   4.9  I
                   -I--------I--------I
                0.  I    65  I    94  I   159
  NEITHER A OR D    I  40.9  I  59.1  I  18.2
                    I  18.4  I  18.1  I
                    I   7.4  I  10.8  I
                   -I--------I--------I
                1.  I   161  I   252  I   413
  AGREE             I  39.0  I  61.0  I  47.3
                    I  45.5  I  48.5  I
                    I  18.4  I  28.8  I
                   -I--------I--------I
                2.  I    89  I   114  I   203
  STRONGLY AGREE    I  43.8  I  56.2  I  23.2
                    I  25.1  I  21.9  I
                    I  10.2  I  13.0  I
                   -I--------I--------I
            COLUMN      354      520      874
             TOTAL     40.5     59.5    100.0

CHI SQUARE =     2.15402 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.7075
PEARSON'S R =-0.02487  SIGNIFICANCE =  0.2314

NUMBER OF MISSING OBSERVATIONS =     385
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SEARCH MODE CROSSTABS                                                  04/20/83         PAGE   41

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   RQ35      DISPLAYED MESSAGES TOO LONG                                BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                       SRCHMOD2
          COUNT   I
        ROW PCT   ICOMMAND  LOOK UP     ROW
        COL PCT   I                     TOTAL
        TOT PCT   I       1.I       2.I
RQ35     --------I---------I---------I
            -2.   I    53   I    94   I    147
  STRONGLY DISAGRE I  36.1   I  63.9   I   16.6
                  I  15.0   I  17.6   I
                  I   6.0   I  10.6   I
                 -I---------I---------I
            -1.   I   149   I   216   I    365
  DISAGREE        I  40.8   I  59.2   I   41.1
                  I  42.2   I  40.4   I
                  I  16.8   I  24.3   I
                 -I---------I---------I
             0.   I    86   I   109   I    195
  NEITHER A OR D  I  44.1   I  55.9   I   22.0
                  I  24.4   I  20.4   I
                  I   9.7   I  12.3   I
                 -I---------I---------I
             1.   I    50   I    73   I    123
  AGREE           I  40.7   I  59.3   I   13.9
                  I  14.2   I  13.6   I
                  I   5.6   I   8.2   I
                 -I---------I---------I
             2.   I    15   I    43   I     58
  STRONGLY AGREE  I  25.9   I  74.1   I    6.5
                  I   4.2   I   8.0   I
                  I   1.7   I   4.8   I
                 -I---------I---------I
         COLUMN       353       535       888
          TOTAL      39.8      60.2     100.0

CHI SQUARE =     7.26840 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.1224
PEARSON'S R = 0.01655  SIGNIFICANCE =  0.3111

NUMBER OF MISSING OBSERVATIONS =     371
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SEARCH MODE CROSSTABS                                                                      04/20/83       PAGE   42

FILE   LINKQST  (CREATION DATE = 01/26/83)
* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   RQ36     SEL FROM LIST OF CHOICES TOO MUCH TIME        BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   SRCHMOD2
           COUNT  I
           ROW PCT ICOMMAND  LOOK UP    ROW
           COL PCT I                    TOTAL
           TOT PCT I      1.I      2.I
RQ36       --------I--------I--------I
              -2.  I    40  I    98  I   138
  STRONGLY DISAGRE I  29.0  I  71.0  I  15.8
                   I  11.7  I  18.4  I
                   I   4.6  I  11.2  I
                  -I--------I--------I
              -1.  I   136  I   213  I   349
  DISAGREE         I  39.0  I  61.0  I  39.9
                   I  39.7  I  40.0  I
                   I  15.5  I  24.3  I
                  -I--------I--------I
               0.  I    94  I    97  I   191
  NEITHER A OR D   I  49.2  I  50.8  I  21.8
                   I  27.4  I  18.2  I
                   I  10.7  I  11.1  I
                  -I--------I--------I
               1.  I    49  I    85  I   134
  AGREE            I  36.6  I  63.4  I  15.3
                   I  14.3  I  16.0  I
                   I   5.6  I   9.7  I
                  -I--------I--------I
               2.  I    24  I    39  I    63
  STRONGLY AGREE   I  38.1  I  61.9  I   7.2
                   I   7.0  I   7.3  I
                   I   2.7  I   4.5  I
                  -I--------I--------I
           COLUMN      343      532      875
            TOTAL     39.2     60.8    100.0

CHI SQUARE =     14.50844 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0058
PEARSON'S R =-0.04950  SIGNIFICANCE =  0.0717

NUMBER OF MISSING OBSERVATIONS =     384
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SEARCH MODE CROSSTABS                                                  04/20/83        PAGE   43

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ37      ENTERING COMMANDS DURING SEARCH DIFF         BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                         SRCHMOD2
               COUNT   I
               ROW PCT  ICOMMAND   LOOK UP     ROW
               COL PCT  I                      TOTAL
               TOT PCT  I       1.I       2.I
RQ37           --------I---------I---------I
                  -2.   I    48   I    53   I    101
  STRONGLY DISAGRE I  47.5   I  52.5   I   12.8
                        I  14.4   I  11.7   I
                        I   6.1   I   6.7   I
                       -I---------I---------I
                  -1.   I   115   I   104   I    219
  DISAGREE              I  52.5   I  47.5   I   27.8
                        I  34.4   I  22.9   I
                        I  14.6   I  13.2   I
                       -I---------I---------I
                   0.   I    67   I   111   I    178
  NEITHER A OR D        I  37.6   I  62.4   I   22.6
                        I  20.1   I  24.4   I
                        I   8.5   I  14.1   I
                       -I---------I---------I
                   1.   I    75   I   127   I    202
  AGREE                 I  37.1   I  62.9   I   25.6
                        I  22.5   I  28.0   I
                        I   9.5   I  16.1   I
                       -I---------I---------I
                   2.   I    29   I    59   I     88
  STRONGLY AGREE        I  33.0   I  67.0   I   11.2
                        I   8.7   I  13.0   I
                        I   3.7   I   7.5   !
                       -I---------I---------I
               COLUMN       334       454       788
                TOTAL       42.4      57.6     100.0

CHI SQUARE =     17.41969 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0016
PEARSON'S R = 0.12572  SIGNIFICANCE =  0.0002

NUMBER OF MISSING OBSERVATIONS =      471
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SEARCH MODE CROSSTABS                                                        04/20/83      PAGE   44

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
   RQ38      RATE OF RESPONSE TOO SLOW                          BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  SRCHMOD2
          COUNT  I
        ROW PCT  ICOMMAND  LOOK UP    ROW
        COL PCT  I                    TOTAL
        TOT PCT  I       1.I      2.I
RQ38    --------I--------I--------I
            -2.  I    41  I    89  I   130
  STRONGLY DISAGRE I  31.5  I  68.5  I  14.6
                 I  11.6  I  16.6  I
                 I   4.6  I  10.0  I
                -I--------I--------I
            -1.  I   101  I   166  I   267
  DISAGREE       I  37.8  I  62.2  I  30.1
                 I  28.6  I  31.0  I
                 I  11.4  I  18.7  I
                -I--------I--------I
             0.  I    86  I   108  I   194
  NEITHER A OR D I  44.3  I  55.7  I  21.8
                 I  24.4  I  20.2  I
                 I   9.7  I  12.2  I
                -I--------I--------I
             1.  I    76  I   110  I   186
  AGREE          I  40.9  I  59.1  I  20.9
                 I  21.5  I  20.6  I
                 I   8.6  I  12.4  I
                -I--------I--------I
             2.  I    49  I    62  I   111
  STRONGLY AGREE I  44.1  I  55.9  I  12.5
                 I  13.9  I  11.6  I
                 I   5.5  I   7.0  I
                -I--------I--------I
         COLUMN     353      535      888
          TOTAL    39.8     60.2    100.0

CHI SQUARE =     6.76170 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.1490
PEARSON'S R =-0.07017  SIGNIFICANCE =  0.0183

NUMBER OF MISSING OBSERVATIONS =      371
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SEARCH MODE CROSSTABS                                                         04/20/83        PAGE   45

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   RQ39     AVAIL OF SIGNS AND BROCHURES ADEQUATE        BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF   1

                 SRCHMOD2
          COUNT  I
         ROW PCT ICOMMAND  LOOK UP     ROW
         COL PCT I                    TOTAL
         TOT PCT I      1.I      2.I
RQ39     --------I--------I--------I
           -2.   I    33  I    46  I     79
  STRONGLY DISAGRE I  41.8  I  58.2  I    9.4
                 I   9.8  I   9.1  I
                 I   3.9  I   5.5  I
                -I--------I--------I
           -1.   I    50  I    81  I    131
  DISAGREE       I  38.2  I  61.8  I   15.5
                 I  14.8  I  16.0  I
                 I   5.9  I   9.6  I
                -I--------I--------I
            0.   I    44  I   124  I    168
  NEITHER A OR D I  26.2  I  73.8  I   19.9
                 I  13.1  I  24.5  I
                 I   5.2  I  14.7  I
                -I--------I--------I
            1.   I   157  I   195  I    352
  AGREE          I  44.6  I  55.4  I   41.7
                 I  46.6  I  38.5  I
                 I  18.6  I  23.1  I
                -I--------I--------I
            2.   I    53  I    61  I    114
  STRONGLY AGREE I  46.5  I  53.5  I   13.5
                 I  15.7  I  12.0  I
                 I   6.3  I   7.2  I
                -I--------I--------I
          COLUMN     337      507       844
           TOTAL    39.9     60.1     100.0

CHI SQUARE =    18.75314 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0009
PEARSON'S R =-0.06372  SIGNIFICANCE =  0.0321

NUMBER OF MISSING OBSERVATIONS =     415
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SEARCH MODE CROSSTABS                                                    04/20/83        PAGE   46

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ40      SIGNS AND BROCHURES NOT VERY USEFUL             BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                   SRCHMOD2
         COUNT   I
         ROW PCT ICOMMAND  LOOK UP     ROW
         COL PCT I                     TOTAL
         TOT PCT I       1.I       2.I
RQ40     --------I---------I---------I
            -2.  I    79   I    73   I   152
  STRONGLY DISAGRE I  52.0 I  48.0   I  18.5
                 I  23.8   I  14.9   I
                 I   9.6   I   8.9   I
                -I---------I---------I
            -1.  I   148   I   187   I   335
  DISAGREE       I  44.2   I  55.8   I  40.8
                 I  44.6   I  38.2   I
                 I  18.0   I  22.7   I
                -I---------I---------I
             0.  I    63   I   145   I   208
  NEITHER A OR D I  30.3   I  69.7   I  25.3
                 I  19.0   I  29.6   I
                 I   7.7   I  17.6   I
                -I---------I---------I
             1.  I    28   I    51   I    79
  AGREE          I  35.4   I  64.6   I   9.6
                 I   8.4   I  10.4   I
                 I   3.4   I   6.2   I
                -I---------I---------I
             2.  I    14   I    34   I    48
  STRONGLY AGREE I  29.2   I  70.8   I   5.8
                 I   4.2   I   6.9   I
                 I   1.7   I   4.1   I
                -I---------I---------I
         COLUMN     332       490       822
          TOTAL     40.4      59.6     100.0

CHI SQUARE =    22.59866 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0002
PEARSON'S R = 0.14420  SIGNIFICANCE =  0.0000

NUMBER OF MISSING OBSERVATIONS =     437
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SEARCH MODE CROSSTABS                                                    04/20/83        PAGE   47

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   RQ41      LIB STAFF ADVICE NOT HELPFUL                          BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  SRCHMOD2

           COUNT  I
         ROW PCT  ICOMMAND  LOOK UP    ROW
         COL PCT  I                    TOTAL
         TOT PCT  I      1.I      2.I
RQ41     --------I--------I--------I
             -2.  I    40  I    66  I   106
  STRONGLY DISAGRE I  37.7  I  62.3  I  18.9
                  I  19.5  I  18.5  I
                  I   7.1  I  11.8  I
                 -I--------I--------I
             -1.  I    66  I    84  I   150
  DISAGREE        I  44.0  I  56.0  I  26.7
                  I  32.2  I  23.6  I
                  I  11.8  I  15.0  I
                 -I--------I--------I
              0.  I    71  I   138  I   209
  NEITHER A OR D  I  34.0  I  66.0  I  37.3
                  I  34.6  I  38.8  I
                  I  12.7  I  24.6  I
                 -I--------I--------I
              1.  I    17  I    28  I    45
  AGREE           I  37.8  I  62.2  I   8.0
                  I   8.3  I   7.9  I
                  I   3.0  I   5.0  I
                 -I--------I--------I
              2.  I    11  I    40  I    51
  STRONGLY AGREE  I  21.6  I  78.4  I   9.1
                  I   5.4  I  11.2  I
                  I   2.0  I   7.1  I
                 -I--------I--------I
          COLUMN     205      356      561
           TOTAL    36.5     63.5    100.0

CHI SQUARE =     9.21934 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0558
PEARSON'S R = 0.09161  SIGNIFICANCE =  0.0150

NUMBER OF MISSING OBSERVATIONS =      698
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FILE   LINKQST  (CREATION DATE = 01/26/83)
* * * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * * *
   RQ42      HARD TO FIND FREE TERMINAL                           BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                     SRCHMOD2
            COUNT   I
          ROW PCT   ICOMMAND  LOOK UP    ROW
          COL PCT   I                    TOTAL
          TOT PCT   I      1.I      2.I
RQ42      --------I--------I--------I
             -2.    I    31  I    73  I    104
  STRONGLY DISAGRE  I  29.8  I  70.2  I   12.2
                    I   8.9  I  14.5  I
                    I   3.6  I   8.6  I
                   -I--------I--------I
             -1.    I    91  I   147  I    238
  DISAGREE          I  38.2  I  61.8  I   27.9
                    I  26.2  I  29.1  I
                    I  10.7  I  17.3  I
                   -I--------I--------I
              0.    I    54  I    92  I    146
  NEITHER A OR D    I  37.0  I  63.0  I   17.1
                    I  15.6  I  18.2  I
                    I   6.3  I  10.8  I
                   -I--------I--------I
              1.    I    93  I   103  I    196
  AGREE             I  47.4  I  52.6  I   23.0
                    I  26.8  I  20.4  I
                    I  10.9  I  12.1  I
                   -I--------I--------I
              2.    I    78  I    90  I    168
  STRONGLY AGREE    I  46.4  I  53.6  I   19.7
                    I  22.5  I  17.8  I
                    I   9.2  I  10.6  I
                   -I--------I--------I
           COLUMN       347      505       852
            TOTAL      40.7     59.3     100.0

CHI SQUARE =     12.52606 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0138
PEARSON'S R =-0.10929  SIGNIFICANCE =  0.0007

NUMBER OF MISSING OBSERVATIONS =     407
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SEARCH MODE CROSSTABS                                                    04/20/83      PAGE   50

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * C R O S S T A B U L A T I O N * * * * * * * * * * *
   RQUEST43 (TABULATING     1) WHEN I USE THE COMPUTER CATALOG TERMINAL
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                        SRCHMOD2

                 COUNT  |COMMAND  LOOK UP
                ROW PCT |                         ROW
                COL PCT |                        TOTAL
                        |     1  |     2  |
RQUEST43        --------|--------|--------|
              RQ43A     |    11  |    35  |      46
  KEYBOARD CONFUSING    |  23.9  |  76.1  |     6.3
                        |   3.6  |   8.1  |
                        |--------|--------|
              RQ43B     |    44  |    52  |      96
  GLARE ON SCREEN       |  45.8  |  54.2  |    13.1
                        |  14.5  |  12.1  |
                        |--------|--------|
              RQ43C     |   232  |   333  |     565
  LETTERS EASY TO READ  |  41.1  |  58.9  |    76.9
                        |  76.3  |  77.3  |
                        |--------|--------|
              RQ43D     |    38  |    49  |      87
  LIGHTING TOO BRIGHT   |  43.7  |  56.3  |    11.8
                        |  12.5  |  11.4  |
                        |--------|--------|
              RQ43E     |   134  |   165  |     299
  WRITING SPACE OK      |  44.8  |  55.2  |    40.7
                        |  44.1  |  38.3  |
                        |--------|--------|
              RQ43F     |    24  |    37  |      61
  NOISE DISTRACTING     |  39.3  |  60.7  |     8.3
                        |   7.9  |   8.6  |
                        |--------|--------|
              RQ43G     |    34  |    53  |      87
  TABLE HEIGHT RIGHT    |  39.1  |  60.9  |    11.8
                        |  11.2  |  12.3  |
                        |--------|--------|
                 COLUMN     304      431        735
                  TOTAL    41.4     58.6      100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   735 VALID CASES          524 MISSING CASES
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SEARCH MODE CROSSTABS                                                          04/20/83        PAGE   51

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST44 (TABULATING     1) ADDITIONAL SYSTEM FEATURES DESIRED:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   2

                           SRCHMOD2

                    COUNT  |COMMAND  LOOK UP
                  ROW PCT  |                         ROW
                  COL PCT  |                         TOTAL
                           |     1   |     2   |
RQUEST44          ---------|---------|---------|
                RQ44D      |    69   |    92   |     161
  LIMIT BY DATE OF PUB     |  42.9   |  57.1   |    18.6
                           |  19.8   |  17.8   |
                           |---------|---------|
                RQ44E      |    92   |    86   |     178
  LIMIT BY LANGUAGE        |  51.7   |  48.3   |    20.6
                           |  26.4   |  16.7   |
                           |---------|---------|
                RQ44F      |    93   |   135   |     228
  JOURNAL TITLE ABBRV      |  40.8   |  59.2   |    26.4
                           |  26.6   |  26.2   |
                           |---------|---------|
                RQ44G      |    55   |    60   |     115
  CHANGE DISPLAY ORDER     |  47.8   |  52.2   |    13.3
                           |  15.8   |  11.6   |
                           |---------|---------|
                RQ44H      |   202   |   292   |     494
  VIEW RELATED WORDS       |  40.9   |  59.1   |    57.1
                           |  57.9   |  56.6   |
                           |---------|---------|
                RQ44I      |    62   |   106   |     168
  SRCH FOR ILLUS & BIB     |  36.9   |  63.1   |    19.4
                           |  17.8   |  20.5   |
                           |---------|---------|
                RQ44J      |    84   |    94   |     178
  SRCH BY CALL NUMBER      |  47.2   |  52.8   |    20.6
                           |  24.1   |  18.2   |
                           |---------|---------|
                RQ44K      |   191   |   202   |     393
  PRINT SEARCH RESULTS     |  48.6   |  51.4   |    45.4
                           |  54.7   |  39.1   |
                           |---------|---------|
                   COLUMN      349       516         865
                    TOTAL     40.3      59.7       100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)
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SEARCH MODE CROSSTABS                                                   04/20/83      PAGE   52

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * *
   RQUEST44 (TABULATING     1) ADDITIONAL SYSTEM FEATURES DESIRED:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   2 OF   2

                         SRCHMOD2

                  COUNT  |COMMAND  LOOK UP
                ROW PCT  |                     ROW
                COL PCT  |                     TOTAL
                         |      1  |      2  |
RQUEST44        ---------|---------|---------|
            RQ44L        |   189   |   236   |   425
  SRCH CONTENTS-INDEX    |  44.5   |  55.5   |  49.1
                         |  54.2   |  45.7   |
                         |---------|---------|
            RQ44M        |   203   |   289   |   492
  IF BOOK CHECKED OUT    |  41.3   |  58.7   |  56.9
                         |  58.2   |  56.0   |
                         |---------|---------|
            RQ44N        |    65   |   145   |   210
  LIB LOCATION OF BOOK   |  31.0   |  69.0   |  24.3
                         |  18.6   |  28.1   |
                         |---------|---------|
            RQ44O        |     5   |    23   |    28
  NONE                   |  17.9   |  82.1   |   3.2
                         |   1.4   |   4.5   |
                         |---------|---------|
                 COLUMN      349       516       865
                  TOTAL     40.3      59.7     100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

    865 VALID CASES         394 MISSING CASES
```

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SEARCH MODE CROSSTABS                                                   04/20/83        PAGE   53

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST45 (TABULATING     1) COMPUTER CAT SERVICE IMPROVEMENTS DESIRE
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   2

                        SRCHMOD2

                 COUNT  |COMMAND  LOOK UP
               ROW PCT  |                   ROW
               COL PCT  |                   TOTAL
                        |     1  |     2  |
RQUEST45       --------|--------|--------|
            RQ45A       |   245  |   314  |    559
  MORE TERMINALS        |  43.8  |  56.2  |   63.5
                        |  69.6  |  59.5  |
                        |--------|--------|
            RQ45B       |   134  |   193  |    327
  TERMS IN OTHER LOCAT  |  41.0  |  59.0  |   37.2
                        |  38.1  |  36.6  |
                        |--------|--------|
            RQ45C       |   145  |   169  |    314
  TERMS OUTSIDE LIBR    |  46.2  |  53.8  |   35.7
                        |  41.2  |  32.0  |
                        |--------|--------|
            RQ45D       |   101  |   169  |    270
  COMMAND CHART POSTED  |  37.4  |  62.6  |   30.7
                        |  28.7  |  32.0  |
                        |--------|--------|
            RQ45E       |    64  |    84  |    148
  MANUAL AT TERMINAL    |  43.2  |  56.8  |   16.8
                        |  18.2  |  15.9  |
                        |--------|--------|
            RQ45F       |    40  |    52  |     92
  MANUAL FOR PURCHASE   |  43.5  |  56.5  |   10.5
                        |  11.4  |   9.8  |
                        |--------|--------|
            RQ45G       |    38  |    63  |    101
  TRAINING SESSIONS     |  37.6  |  62.4  |   11.5
                        |  10.8  |  11.9  |
                        |--------|--------|
            RQ45H       |    29  |    54  |     83
  A-V TRAINING PROGR    |  34.9  |  65.1  |    9.4
                        |   8.2  |  10.2  |
                        |--------|--------|
                COLUMN     352      528      880
                 TOTAL    40.0     60.0    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)
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SEARCH MODE CROSSTABS                                                     04/20/83       PAGE   54

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * *
   RQUEST45 (TABULATING     1) COMPUTER CAT SERVICE IMPROVEMENTS DESIRE
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   2 OF   2

                      SRCHMOD2

                COUNT   |COMMAND  LOOK UP
               ROW PCT  |                    ROW
               COL PCT  |                    TOTAL
                        |     1  |     2  |
RQUEST45       ---------|--------|--------|
              PQ451     |    36  |    78  |    114
  NONE                  |  31.6  |  68.4  |   13.0
                        |  10.2  |  14.8  |
                        |--------|--------|
               COLUMN       352      528       880
                TOTAL      40.0     60.0     100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

    880 VALID CASES          379 MISSING CASES
```

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FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST46 (TABULATING     1) ADDITIONAL KINDS OF MATERIALS DESIRED:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE    1 OF   2

                        SRCHMOD2

                  COUNT  ICOMMAND  LOOK UP
                ROW PCT  I                        ROW
                COL PCT  I                        TOTAL
                         I     1  I     2  I
RQUEST46        ---------I--------I--------I
             RQ46A       I   126  I   177  I   303
  DISSERTATIONS          I  41.6  I  58.4  I  34.3
                         I  35.5  I  33.5  I
                         I--------I--------I
             RQ46B       I    75  I   140  I   215
  MOTION PICTURE FILMS   I  34.9  I  65.1  I  24.3
                         I  21.1  I  26.5  I
                         I--------I--------I
             RQ46C       I   126  I   201  I   327
  GOV PUBLICATIONS       I  38.5  I  61.5  I  37.0
                         I  35.5  I  38.1  I
                         I--------I--------I
             RQ46D       I   254  I   310  I   564
  JOURNAL TITLES         I  45.0  I  55.0  I  63.9
                         I  71.5  I  58.7  I
                         I--------I--------I
             RQ46E       I    41  I    76  I   117
  MAPS                   I  35.0  I  65.0  I  13.3
                         I  11.5  I  14.4  I
                         I--------I--------I
             RQ46F       I    50  I    46  I    96
  MANUSCRIPTS            I  52.1  I  47.9  I  10.9
                         I  14.1  I   8.7  I
                         I--------I--------I
             RQ46G       I    54  I    66  I   120
  MUSIC SCORES           I  45.0  I  55.0  I  13.6
                         I  15.2  I  12.5  I
                         I--------I--------I
             RQ46H       I   116  I   193  I   309
  NEWSPAPERS             I  37.5  I  62.5  I  35.0
                         I  32.7  I  36.6  I
                         I--------I--------I
                 COLUMN      355      528      883
                  TOTAL     40.2     59.8    100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)
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FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * *
   RQUEST46 (TABULATING     1) ADDITIONAL KINDS OF MATERIALS DESIRED:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   2 OF   2

                      SRCHMOD2

                 COUNT  |COMMAND  LOOK UP
               ROW PCT  |                        ROW
               COL PCT  |                       TOTAL
                        |     1   |     2   |
RQUEST46       ---------|---------|---------|
               RQ46I    |     91  |    113  |    204
  RECORDS OR TAPES      |   44.6  |   55.4  |   23.1
                        |   25.6  |   21.4  |
                        |---------|---------|
               RQ46J    |     89  |    129  |    218
  TECHNICAL REPORTS     |   40.8  |   59.2  |   24.7
                        |   25.1  |   24.4  |
                        |---------|---------|
               RQ46K    |    171  |    178  |    349
  MORE OLDER BOOKS      |   49.0  |   51.0  |   39.5
                        |   48.2  |   33.7  |
                        |---------|---------|
               RQ46L    |      8  |     25  |     33
  NONE                  |   24.2  |   75.8  |    3.7
                        |    2.3  |    4.7  |
                        |---------|---------|
                COLUMN       355       528       883
                 TOTAL      40.2      59.8     100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

    883 VALID CASES          376 MISSING CASES
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SEARCH MODE CROSSTABS                                                    04/20/83       PAGE   58

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * *
   RQ48      I COME TO THIS LIBRARY                          BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                       SRCHMOD2
             COUNT    I
             ROW PCT  ICOMMAND  LOOK UP     ROW
             COL PCT  I                     TOTAL
             TOT PCT  I       1.I      2.I
RQ48         --------I--------I--------I
                  1.  I   177  I   196  I   373
  DAILY               I  47.5  I  52.5  I  42.4
                      I  51.2  I  36.8  I
                      I  20.1  I  22.3  I
                     -I--------I--------I
                  2.  I   140  I   238  I   378
  WEEKLY              I  37.0  I  63.0  I  43.0
                      I  40.5  I  44.7  I
                      I  15.9  I  27.1  I
                     -I--------I--------I
                  3.  I    19  I    57  I    76
  MONTHLY             I  25.0  I  75.0  I   8.6
                      I   5.5  I  10.7  I
                      I   2.2  I   6.5  I
                     -I--------I--------I
                  4.  I     5  I    20  I    25
  4 TIMES YEAR        I  20.0  I  80.0  I   2.8
                      I   1.4  I   3.8  I
                      I   0.6  I   2.3  I
                     -I--------I--------I
                  5.  I     0  I    11  I    11
  ONCE A  YEAR        I   0.0  I 100.0  I   1.3
                      I   0.0  I   2.1  I
                      I   0.0  I   1.3  I
                     -I--------I--------I
                  6.  I     5  I    11  I    16
  NOT BEFORE TODAY    I  31.3  I  68.8  I   1.8
                      I   1.4  I   2.1  I
                      I   0.6  I   1.3  I
                     -I--------I--------I
            COLUMN       346      533      879
             TOTAL      39.4     60.6    100.0

    1 OUT OF    12 (  8.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  4.330
CHI SQUARE =     29.16234 WITH   5 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0000
PEARSON'S R = 0.16063  SIGNIFICANCE =  0.0000

NUMBER OF MISSING OBSERVATIONS =     380
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SEARCH MODE CROSSTABS                                                            04/20/83        PAGE   59

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ49       I USE THIS COMPUTER CATALOG                             BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                       SRCHMOD2
               COUNT  :
             ROW PCT  ICOMMAND  LOOK UP    ROW
             COL PCT  I                    TOTAL
             TOT PCT  I       1.I      2.I
RQ49         --------I--------I--------I
                  1.  I    53  I    69  I   122
  EVERY   VISIT       I  43.4  I  56.6  I  13.9
                      I  15.4  I  13.0  I
                      I   6.1  I   7.9  I
                     -I--------I--------I
                  2.  I   143  I   156  I   299
  MOST    VISITS      I  47.8  I  52.2  I  34.1
                      I  41.4  I  29.4  I
                      I  16.3  I  17.8  I
                     -I--------I--------I
                  3.  I   124  I   188  I   312
  OCCASIONALLY        I  39.7  I  60.3  I  35.6
                      I  35.9  I  35.4  I
                      I  14.2  I  21.5  I
                     -I--------I--------I
                  4.  I    11  I    53  I    64
  RARELY              I  17.2  I  82.8  I   7.3
                      I   3.2  I  10.0  I
                      I   1.3  I   6.1  I
                     -I--------I--------I
                  5.  I    14  I    65  I    79
  NOT BEFORE TODAY    I  17.7  I  82.3  I   9.0
                      I   4.1  I  12.2  I
                      I   1.6  I   7.4  I
                     -I--------I--------I
              COLUMN      345      531      876
               TOTAL     39.4     60.6    100.0

CHI SQUARE =    38.52187 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0000
PEARSON'S R = 0.17841  SIGNIFICANCE =  0.0000

NUMBER OF MISSING OBSERVATIONS =      383
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SEARCH MODE CROSSTABS                                                     04/20/83        PAGE   60

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   RQ50      I USE LIB'S BK CRD OR MICRO CAT                 BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      SRCHMOD2
              COUNT  I
            ROW PCT  ICOMMAND  LOOK UP     ROW
            COL PCT  I                     TOTAL
            TOT PCT  I      1.I      2.I
RQ50        --------I--------I--------I
                 1.  I    54  I    91  I    145
  EVERY   VISIT      I  37.2  I  62.8  I   16.6
                     I  15.7  I  17.3  I
                     I   6.2  I  10.4  I
                    -I--------I--------I
                 2.  I   112  I   143  I    255
  MOST    VISITS     I  43.9  I  56.1  I   29.3
                     I  32.6  I  27.1  I
                     I  12.9  I  16.4  I
                    -I--------I--------I
                 3.  I   130  I   201  I    331
  OCCASIONALLY       I  39.3  I  60.7  I   38.0
                     I  37.8  I  38.1  I
                     I  14.9  I  23.1  I
                    -I--------I--------I
                 4.  I    37  I    60  I     97
  RARELY             I  38.1  I  61.9  I   11.1
                     I  10.8  I  11.4  I
                     I   4.2  I   6.9  I
                    -I--------I--------I
                 5.  I    11  I    32  I     43
  NOT BEFORE TODAY   I  25.6  I  74.4  I    4.9
                     I   3.2  I   6.1  I
                     I   1.3  I   3.7  I
                    -I--------I--------I
             COLUMN     344      527       871
              TOTAL    39.5     60.5     100.0

CHI SQUARE =      5.96337 WITH   4 DEGREES OF FREEDOM   SIGNIFICANCE =  0.2019
PEARSON'S R = 0.04047  SIGNIFICANCE =  0.1164

NUMBER OF MISSING OBSERVATIONS =      388
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SEARCH MODE CROSSTABS                                               04/20/83        PAGE   61

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ51      I USE ANOTHER COMPUTER SYSTEM                  BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                      SRCHMOD2
              COUNT  I
            ROW PCT  ICOMMAND   LOOK UP    ROW
            COL PCT  I                     TOTAL
            TOT PCT  I      1.I      2.I
RQ51        --------I--------I--------I
                  1.  I    49  I    75  I   124
  DAILY               I  39.5  I  60.5  I  14.2
                      I  14.2  I  14.2  I
                      I   5.6  I   8.6  I
                     -I--------I--------I
                  2.  I    87  I    89  I   176
  WEEKLY              I  49.4  I  50.6  I  20.1
                      I  25.1  I  16.8  I
                      I   9.9  I  10.2  I
                     -I--------I--------I
                  3.  I    32  I    66  I    98
  MONTHLY             I  32.7  I  67.3  I  11.2
                      I   9.2  I  12.5  I
                      I   3.7  I   7.5  I
                     -I--------I--------I
                  4.  I    51  I    60  I   111
  4 TIMES A YEAR      I  45.9  I  54.1  I  12.7
                      I  14.7  I  11.3  I
                      I   5.8  I   6.8  I
                     -I--------I--------I
                  5.  I    26  I    43  I    69
  ONCE A  YEAR        I  37.7  I  62.3  I   7.9
                      I   7.5  I   8.1  I
                      I   3.0  I   4.9  I
                     -I--------I--------I
                  6.  I   101  I   197  I   298
  NEVER               I  33.9  I  66.1  I  34.0
                      I  29.2  I  37.2  I
                      I  11.5  I  22.5  I
                     -I--------I--------I
             COLUMN       346      530       876
              TOTAL      39.5     60.5     100.0

CHI SQUARE =     15.13385 WITH   5 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0098
PEARSON'S R = 0.07756  SIGNIFICANCE =  0.0108

NUMBER OF MISSING OBSERVATIONS =      383
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SEARCH MODE CROSSTABS                                                   04/20/83        PAGE   62

FILE   LINKQST  (CREATION DATE = 01/26/83)
* * * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
    RQ52      HEARD ABOUT COMPUTER CAT FROM                      BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE  1 OF  1

                         SRCHMOD2
               COUNT   I
               ROW PCT ICOMMAND   LOOK UP     ROW
               COL PCT I                      TOTAL
               TOT PCT I       1.I       2.I
RQ52           --------I---------I---------I
                    1. I   273   I   431   I   704
  NOTICED TERM IN      I  38.8   I  61.2   I  80.9
                       I  79.4   I  81.9   I
                       I  31.4   I  49.5   I
                      -I---------I---------I
                    2. I    15   I    22   I    37
  LIBRARY TOUR         I  40.5   I  59.5   I   4.3
                       I   4.4   I   4.2   I
                       I   1.7   I   2.5   I
                      -I---------I---------I
                    3. I     7   I     9   I    16
  ARTICLE-ANNOUNCE     I  43.8   I  56.3   I   1.8
                       I   2.0   I   1.7   I
                       I   0.8   I   1.0   I
                      -I---------I---------I
                    4. I     6   I    15   I    21
  INSTRUCTOR           I  28.6   I  71.4   I   2.4
                       I   1.7   I   2.9   I
                       I   0.7   I   1.7   I
                      -I---------I---------I
                    5. I    27   I    40   I    67
  FRIEND - FAMILY      I  40.3   I  59.7   I   7.7
                       I   7.8   I   7.6   I
                       I   3.1   I   4.6   I
                      -I---------I---------I
                    6. I    16   I     9   I    25
  LIBRARY STAFF        I  64.0   I  36.0   I   2.9
                       I   4.7   I   1.7   I
                       I   1.8   I   1.0   I
                      -I---------I---------I
               COLUMN      344       526       870
                TOTAL     39.5      60.5     100.0

CHI SQUARE =      7.63462 WITH   5 DEGREES OF FREEDOM   SIGNIFICANCE =  0.1776
PEARSON'S R =-0.04651  SIGNIFICANCE =  0.0852

NUMBER OF MISSING OBSERVATIONS =     389
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SEARCH MODE CROSSTABS                                                       04/20/83        PAGE   64

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST53 (TABULATING     1) I LEARNED HOW TO USE THIS COMP CAT:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                         SRCHMOD2

                 COUNT  ICOMMAND  LOOK UP
               ROW PCT  I                       ROW
               COL PCT  I                      TOTAL
                        I     1   I     2   I
RQUEST53        --------I---------I---------I
                 RQ53A  I    22   I    51   I     73
  FROM A FRIEND         I  30.1   I  69.9   I    8.4
                        I   6.4   I   9.7   I
                        I---------I---------I
                 RQ53B  I   151   I   123   I    274
  BY PRINTED INSTR      I  55.1   I  44.9   I   31.4
                        I  43.6   I  23.3   I
                        I---------I---------I
                 RQ53C  I   202   I   291   I    493
  BY INSTR ON TERMINAL  I  41.0   I  59.0   I   56.4
                        I  58.4   I  55.1   I
                        I---------I---------I
                 RQ53D  I    27   I    21   I     48
  FROM LIBRARY STAFF    I  56.3   I  43.8   I    5.5
                        I   7.8   I   4.0   I
                        I---------I---------I
                 RQ53E  I    10   I     8   I     18
  FROM LIBRARY COURSE   I  55.6   I  44.4   I    2.1
                        I   2.9   I   1.5   I
                        I---------I---------I
                 RQ53G  I   105   I   154   I    259
  BY MYSELF             I  40.5   I  59.5   I   29.6
                        I  30.3   I  29.2   I
                        I---------I---------I
                COLUMN      346       528        874
                 TOTAL     39.6      60.4      100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   874 VALID CASES          385 MISSING CASES
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SEARCH MODE CROSSTABS                                                          04/20/83       PAGE   66

FILE   LINKQST   (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   RQ54      MY AGE GROUP IS                                          BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  2

                      SRCHMOD2
              COUNT  I
            ROW PCT  ICOMMAND  LOOK UP      ROW
            COL PCT  I                      TOTAL
            TOT PCT  I      1.I      2.I
RQ54        --------I--------I--------I
                  1.  I      5  I     10  I      15
  14 AND  UNDER       I   33.3  I   66.7  I     1.7
                      I    1.4  I    1.9  I
                      I    0.6  I    1.1  I
                     -I---------I---------I
                  2.  I     82  I    125  I     207
  15 - 19 YEARS       I   39.6  I   60.4  I    23.6
                      I   23.7  I   23.5  I
                      I    9.4  I   14.3  I
                     -I---------I---------I
                  3.  I    157  I    254  I     411
  20 - 24 YEARS       I   38.2  I   61.8  I    46.9
                      I   45.4  I   47.8  I
                      I   17.9  I   29.0  I
                     -I---------I---------I
                  4.  I     72  I     93  I     165
  25 - 34 YEARS       I   43.6  I   56.4  I    18.8
                      I   20.8  I   17.5  I
                      I    8.2  I   10.6  I
                     -I---------I---------I
                  5.  I     18  I     27  I      45
  35 - 44 YEARS       I   40.0  I   60.0  I     5.1
                      I    5.2  I    5.1  I
                      I    2.1  I    3.1  I
                     -I---------I---------I
                  6.  I      7  I      8  I      15
  45 - 54 YEARS       I   46.7  I   53.3  I     1.7
                      I    2.0  I    1.5  I
                      I    0.8  I    0.9  I
                     -I---------I---------I
                  7.  I      3  I      4  I       7
  55 - 64 YEARS       I   42.9  I   57.1  I     0.8
                      I    0.9  I    0.8  I
                      I    0.3  I    0.5  I
                     -I---------I---------I
             COLUMN        346       531        877
              TOTAL       39.5      60.5      100.0
(CONTINUED)
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SEARCH MODE CROSSTABS                                                    04/20/83        PAGE   67

FILE   LINKQST  (CREATION DATE = 01/26/83)
* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * *
   RQ54      MY AGE GROUP IS                                BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  2 OF  2

                     SRCHMOD2
          COUNT    I
         ROW PCT   ICOMMAND  LOOK UP     ROW
         COL PCT   I                    TOTAL
         TOT PCT   I      1.I      2.I
RQ54     --------I--------I--------I
              8.   I     2  I    10  I     12
  65 AND  OVER     I  16.7  I  83.3  I    1.4
                   I   0.6  I   1.9  I
                   I   0.2  I   1.1  I
                  -I--------I--------I
         COLUMN       346      531        877
          TOTAL      39.5     60.5      100.0

    3 OUT OF    16 ( 18.8%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =  2.762
CHI SQUARE =      4.69123 WITH   7 DEGREES OF FREEDOM   SIGNIFICANCE =  0.6976
PEARSON'S R = 0.00118  SIGNIFICANCE =  0.4861

NUMBER OF MISSING OBSERVATIONS =      382
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SEARCH MODE CROSSTABS                                                    04/20/83        PAGE   68

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * *
   RQ55       SEX                                            BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  1

                  SRCHMOD2
          COUNT  I
        ROW PCT  ICOMMAND  LOOK UP    ROW
        COL PCT  I                    TOTAL
        TOT PCT  I       1.I      2.I
RQ55     --------I--------I--------I
             1.  I    85  I   200  I   285
  FEMALE         I  29.8  I  70.2  I  32.8
                 I  24.8  I  38.1  I
                 I   9.8  I  23.0  I
                -I--------I--------I
             2.  I   258  I   325  I   583
  MALE           I  44.3  I  55.7  I  67.2
                 I  75.2  I  61.9  I
                 I  29.7  I  37.4  I
                -I--------I--------I
         COLUMN      343       525      868
          TOTAL     39.5      60.5    100.0

CORRECTED CHI SQUARE =     16.07690 WITH 1 DEGREE OF FREEDOM.  SIGNIFICANCE =  0.0001
      RAW CHI SQUARE =     16.67513 WITH 1 DEGREE OF FREEDOM.  SIGNIFICANCE =  0.0000
PEARSON'S R =-0.13860  SIGNIFICANCE =  0.0000

NUMBER OF MISSING OBSERVATIONS =     391
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FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * * *
   RQ56      CURRENT OR HIGHEST GRADE COMPLETED              BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *   PAGE   1 OF   1

                     SRCHMOD2
           COUNT   I
          ROW PCT  ICOMMAND   LOOK UP    ROW
          COL PCT  I                     TOTAL
          TOT PCT  I      1.I      2.I
RQ56      ---------I--------I--------I
               1.  I     3  I    20  I     23
  GRADE   SCHOOL   I  13.0  I  87.0  I    2.6
                   I   0.9  I   3.8  I
                   I   0.3  I   2.3  I
                  -I--------I--------I
               2.  I    16  I    27  I     43
  HIGH    SCHOOL   I  37.2  I  62.8  I    4.9
                   I   4.6  I   5.1  I
                   I   1.8  I   3.1  I
                  -I--------I--------I
               3.  I   200  I   322  I    522
  SOME    COLLEGE  I  38.3  I  61.7  I   59.5
                   I  57.6  I  60.8  I
                   I  22.8  I  36.7  I
                  -I--------I--------I
               4.  I   128  I   161  I    289
  COLLEGE GRADUATE I  44.3  I  55.7  I   33.0
                   I  36.9  I  30.4  I
                   I  14.6  I  18.4  I
                  -I--------I--------I
          COLUMN      347      530        877
           TOTAL     39.6     60.4      100.0

CHI SQUARE =     9.90622 WITH   3 DEGREES OF FREEDOM   SIGNIFICANCE =  0.0194
PEARSON'S R =-0.09536  SIGNIFICANCE =  0.0024

NUMBER OF MISSING OBSERVATIONS =      382
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SEARCH MODE CROSSTABS                                                          04/20/83        PAGE   70

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
   RQ57      MY ACADEMIC AREA IS                                        BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  2

                      SRCHMOD2
             COUNT  I
           ROW PCT  ICOMMAND  LOOK UP     ROW
           COL PCT  I                     TOTAL
           TOT PCT  I      1.I      2.I
RQ57       --------I--------I--------I
                1.  I     94 I    116 I    210
   ART AND HUMANITI I   44.8 I   55.2 I   24.0
                    I   27.2 I   21.8 I
                    I   10.7 I   13.2 I
                   -I--------I--------I
                2.  I     80 I    119 I    199
   PHYS-BIO SCIENCE I   40.2 I   59.8 I   22.7
                    I   23.2 I   22.4 I
                    I    9.1 I   13.6 I
                   -I--------I--------I
                3.  I     63 I    105 I    168
   SOCIAL  SCIENCES I   37.5 I   62.5 I   19.2
                    I   18.3 I   19.8 I
                    I    7.2 I   12.0 I
                   -I--------I--------I
                4.  I     11 I     31 I     42
   BUSINESS-MANAGEM I   26.2 I   73.8 I    4.8
                    I    3.2 I    5.8 I
                    I    1.3 I    3.5 I
                   -I--------I--------I
                5.  I      4 I     14 I     18
   EDUCATION        I   22.2 I   77.8 I    2.1
                    I    1.2 I    2.6 I
                    I    0.5 I    1.6 I
                   -I--------I--------I
                6.  I     50 I     75 I    125
   ENGINEERING      I   40.0 I   60.0 I   14.3
                    I   14.5 I   14.1 I
                    I    5.7 I    8.6 I
                   -I--------I--------I
                7.  I     19 I     32 I     51
                    I   37.3 I   62.7 I    5.8
                    I    5.5 I    6.0 I
                    I    2.2 I    3.7 I
                   -I--------I--------I
            COLUMN       345      531      876
             TOTAL      39.4     60.6    100.0
(CONTINUED)
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SEARCH MODE CROSSTABS                                                    04/20/83        PAGE   71

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * * *   C R O S S T A B U L A T I O N   O F   * * * * * * * * * * * * * * * * * * *
    RQ57      MY ACADEMIC AREA IS                             BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  2 OF  2

                SRCHMOD2
         COUNT  I
       ROW PCT  ICOMMAND  LOOK UP     ROW
       COL PCT  I                    TOTAL
       TOT PCT  I      1.I      2.I
RQ57   --------I--------I--------I
            8.  I      8 I     18 I     26
                I   30.8 I   69.2 I    3.0
                I    2.3 I    3.4 I
                I    0.9 I    2.1 I
               -I--------I--------I
            9.  I     16 I     19 I     35
                I   45.7 I   54.3 I    4.0
                I    4.6 I    3.6 I
                I    1.8 I    2.2 I
               -I--------I--------I
           10.  I      0 I      2 I      2
                I    0.0 I  100.0 I    0.2
                I    0.0 I    0.4 I
                I    0.0 I    0.2 I
               -I--------I--------I
        COLUMN       345      531      876
         TOTAL      39.4     60.6    100.0

   2 OUT OF    20 ( 10.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY =   0.788
CHI SQUARE =     10.94463 WITH   9 DEGREES OF FREEDOM   SIGNIFICANCE =  0.2795
PEARSON'S R = 0.04077  SIGNIFICANCE =  0.1140

NUMBER OF MISSING OBSERVATIONS =      383
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SEARCH MODE CROSSTABS                                                          04/20/83         PAGE   73

FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * *  C R O S S T A B U L A T I O N  * * * * * * * * * * * *
   RQUEST58 (TABULATING     1) THE MAIN FOCUS OF MY ACADEMIC WORK IS:
BY SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * PAGE   1 OF   1

                        SRCHMOD2

                  COUNT  |COMMAND  LOOK UP
                 ROW PCT |                      ROW
                 COL PCT |                     TOTAL
                         |     1  |     2  |
RQUEST58        ---------|--------|--------|
               RQ58A     |   243  |   373  |    616
  COURSE WORK            |  39.4  |  60.6  |   71.5
                         |  71.3  |  71.6  |
                         |--------|--------|
               RQ58B     |    31  |    34  |     65
  TEACHING               |  47.7  |  52.3  |    7.5
                         |   9.1  |   6.5  |
                         |--------|--------|
               RQ58C     |   135  |   172  |    307
  RESEARCH               |  44.0  |  56.0  |   35.6
                         |  39.6  |  33.0  |
                         |--------|--------|
                 COLUMN      341      521       862
                  TOTAL     39.6     60.4     100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

   862 VALID CASES          397 MISSING CASES
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SEARCH MODE CROSSTABS                                                                    04/20/83        PAGE   75

FILE   LINKQST  (CREATION DATE = 01/26/83)
* * * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
   RQ59      PRESENT AFFILIATION                                    BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  1 OF  2

                    SRCHMOD2
             COUNT  I
           ROW PCT  ICOMMAND   LOOK UP     ROW
           COL PCT  I                      TOTAL
           TOT PCT  I      1.I      2.I
RQ59       --------I--------I--------I
                1.  I    84  I   116  I    200
                    I  42.0  I  58.0  I   23.1
                    I  24.4  I  22.3  I
                    I   9.7  I  13.4  I
                   -I--------I--------I
                2.  I   131  I   208  I    339
                    I  38.6  I  61.4  I   39.2
                    I  38.1  I  39.9  I
                    I  15.1  I  24.0  I
                   -I--------I--------I
                3.  I    29  I    26  I     55
                    I  52.7  I  47.3  I    6.4
                    I   8.4  I   5.0  I
                    I   3.4  I   3.0  I
                   -I--------I--------I
                4.  I    30  I    35  I     65
                    I  46.2  I  53.8  I    7.5
                    I   8.7  I   6.7  I
                    I   3.5  I   4.0  I
                   -I--------I--------I
                5.  I     7  I    10  I     17
                    I  41.2  I  58.8  I    2.0
                    I   2.0  I   1.9  I
                    I   0.8  I   1.2  I
                   -I--------I--------I
                6.  I    10  I    17  I     27
                    I  37.0  I  63.0  I    3.1
                    I   2.9  I   3.3  I
                    I   1.2  I   2.0  I
                   -I--------I--------I
                7.  I     9  I    14  I     23
                    I  39.1  I  60.9  I    2.7
                    I   2.6  I   2.7  I
                    I   1.0  I   1.6  I
                   -I--------I--------I
            COLUMN      344       521      865
             TOTAL     39.8      60.2    100.0
(CONTINUED)
```

```
FILE   LINKQST  (CREATION DATE = 01/26/83)

* * * * * * * * * * * * * * * * * *  C R O S S T A B U L A T I O N   O F  * * * * * * * * * * * * * * * * * *
   RQ59      PRESENT AFFILIATION                                  BY  SRCHMOD2
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  PAGE  2 OF  2

                      SRCHMOD2
              COUNT  I
            ROW PCT  ICOMMAND   LOOK UP     ROW
            COL PCT  I                      TOTAL
            TOT PCT  I       1.I       2.I
RQ59         --------I---------I---------I
                 8.  I    44   I    95   I    139
                     I  31.7   I  68.3   I   16.1
                     I  12.8   I  18.2   I
                     I   5.1   I  11.0   I
                    -I---------I---------I
             COLUMN      344       521       865
              TOTAL     39.8      60.2     100.0

CHI SQUARE =      9.47978 WITH   7 DEGREES OF FREEDOM   SIGNIFICANCE =  0.2200
PEARSON'S R = 0.05696  SIGNIFICANCE =  0.0471

NUMBER OF MISSING OBSERVATIONS =      394
```

Appendix E

MEMBERS OF THE PROJECT ADVISORY COMMITTEE

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[1] Now Head, Systems Office, Stanford University Libraries.

Appendix F

THE COMPUTER SYSTEM PROFILE QUESTIONNAIRE

LIBRARY SYSTEM________________________________ DATE____________

1. Manufacturer and Model Number of CPU:

2. Amount of CPU memory (K) in bytes:

3. Model and number of disk drives:

4. Total amount of disk storage capacity (MB):

5. Name of operating system:

6. Name and vendor of database management system:

7. Name of application programming language(s):

8. Total number of Computer Catalog terminals attached directly to computer system:

9. Data transmission speed of Computer Catalog terminals attached directly to the computer system:

10. If dial-in access is provided, indicate number of ports and speeds of ports:

11. Number and location (branch and main) of library terminals:

COMPUTER CATALOG PROFILE (Continued)

12. Number of printers available to users (other than high speed printers):

13. Can some or all users request printing from a highspeed printer attached to the CPU?

14. Is the computer catalog a
    - ( ) Computer Catalog only
    - ( ) Combination Catalog and Circulation System
    - ( ) Circulation system available for patron query
    - ( ) Other (Please specify)

15. Does the system produce transaction logs of individual user sessions?

16. Of the features listed below, which are available to computer catalog users?

OPERATIONAL CONTROL
( ) Selection of function (Search, circulation, etc.)
( ) Interruption of on-line output
( ) Command stacking/multiple commands
( ) Correction of keying errors before command input (back space)

OUTPUT CONTROL
Number of display formats available ________
Can user select preferred display format? ______ (yes or no)
( ) Display forward and back
( ) Hard copy printed results available
( ) Sort capability

INFORMATION AND INSTRUCTION
( ) Instruction or assistance imbedded in dialogue
( ) Separate HELP displays available on request
( ) Related terms, index, or thesaurus available on-line

SEARCH FORMULATION AND CONTROL
( ) Expand or limit results by date
( ) Expand or limit results by language
( ) Expand or limit results by type of material
( ) Expand or limit results by ____________________ (please specify)
( ) Free text term or keyword searching available

COMPUTER CATALOG PROFILE (Continued)

( ) Use of Boolean operators (and, or, not)
( ) Proximity operators
( ) Ability to use truncated search terms
( ) Ability to create and save sets

( ) Ability to select or change search mode

TYPE OF COMMAND ENTRY LANGUAGE
( ) Formal command language
( ) Menu selection
( ) Other ______________________

ACCESS POINTS AVAILABLE
( ) Author
( ) Title
( ) Author/Title
( ) Subject
( ) Call Number
( ) Accession Number
( ) ISBN/ISSN
( ) LC Card Number
( ) Series
( ) Access by added entry
( ) Other (specify)

17. What is the total number of records in the Computer Catalog?

18. Type and percentage of records in the Computer Catalog:

RECORD TYPE	AS OF (DATE)	TOTAL NUMBER OF RECORDS IN LIBRARY	NUMBER OR % IN COMPUTER CATALOG
Monographs			
Journals or Magazines			
Newspapers			

COMPUTER CATALOG PROFILE (Continued)

Dissertations

Government Publications

Maps

Manuscripts

Music Scores

Phonograph Records

Tapes

Motion Picture Films

Technical Reports

Non-English Materials

Other (please specify)

19. Please check the status of other catalogs in the library.

	ACTIVE	CLOSED, MAINTAINED	CLOSED, NOT MAINTAINED	DOES NOT APPLY
Card Catalog				

COMPUTER CATALOG PROFILE (Continued)

COM Catalog

Book Catalog

Other

20. What kind of backup is available to patrons if the computer system goes down?

21. Number of registered borrowers:

Appendix G

THE CYCLE 1 USER QUESTIONNAIRE

OFFICE USE ONLY

TERMINAL I.D.

A	A	A	A
B	B	B	B
C	C	C	C
D	D	D	D
E	E	E	E
F	F	F	F
G	G	G	G
H	H	H	H
I	I	I	I
J	J	J	J
K	K	K	K
L	L	L	L
M	M	M	M
N	N	N	N
O	O	O	O
P	P	P	P
Q	Q	Q	Q
R	R	R	R
S	S	S	S
T	T	T	T
U	U	U	U
V	V	V	V
W	W	W	W
X	X	X	X
Y	Y	Y	Y
Z	Z	Z	Z
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

DATE

MO.		DAY		YR.	
0	0	0	0		0
1	1	1	1		1
	2	2	2		2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8	8	8
	9		9	9	9

TIME

HR.		MIN.	
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

DATA COLLECTOR			TERM LOCATION		LIBRARY SYSTEM		
A	A	A	A	A	A	A	A
B	B	B	B	B	B	B	B
C	C	C	C	C	C	C	C
D	D	D	D	D	D	D	D
E	E	E	E	E	E	E	E
F	F	F	F	F	F	F	F
G	G	G	G	G	G	G	G
H	H	H	H	H	H	H	H
I	I	I	I	I	I	I	I
J	J	J	J	J	J	J	J
K	K	K	K	K	K	K	K
L	L	L	L	L	L	L	L
M	M	M	M	M	M	M	M
N	N	N	N	N	N	N	N
O	O	O	O	O	O	O	O
P	P	P	P	P	P	P	P
Q	Q	Q	Q	Q	Q	Q	Q
R	R	R	R	R	R	R	R
S	S	S	S	S	S	S	S
T	T	T	T	T	T	T	T
U	U	U	U	U	U	U	U
V	V	V	V	V	V	V	V
W	W	W	W	W	W	W	W
X	X	X	X	X	X	X	X
Y	Y	Y	Y	Y	Y	Y	Y
Z	Z	Z	Z	Z	Z	Z	Z

VERIFIED: ☐

BY:________________________

DATE:________________________

COUNCIL ON
LIBRARY RESOURCES

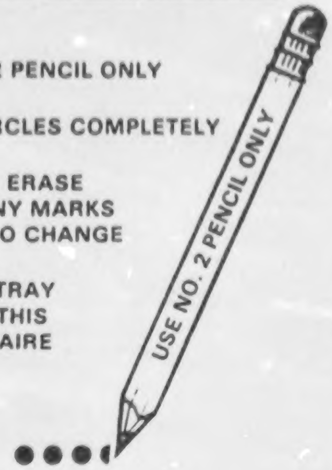
COMPUTER CATALOG STUDY

USER QUESTIONNAIRE

THE LIBRARY IS CONDUCTING A STUDY OF ITS COMPUTER CATALOG TO IMPROVE IT. THIS QUESTIONNAIRE IS A WAY TO COMMUNICATE YOUR VIEWS. IT SHOULD TAKE YOU ONLY ABOUT 10 MINUTES TO COMPLETE. YOUR RESPONSES ARE CONFIDENTIAL. PLEASE DO NOT WRITE YOUR NAME ANYWHERE ON THE QUESTIONNAIRE. THANK YOU.

MARKING INSTRUCTIONS

- USE A NO. 2 PENCIL ONLY
- FILL THE CIRCLES COMPLETELY
- BE SURE TO ERASE CLEANLY ANY MARKS YOU WISH TO CHANGE
- MAKE NO STRAY MARKS ON THIS QUESTIONNAIRE



5291

DO NOT WRITE IN THIS AREA

NCS Trans Optic 05 15107 321

PART 1: ABOUT YOUR MOST RECENT SEARCH

INSTRUCTIONS: Please answer these questions with respect to the LAST TIME you used the computer catalog.

1. I CAME TO THE SEARCH WITH:
(Mark all that apply)

a. A complete author's name ○
b. Part of an author's name ○
c. A complete title ○
d. Part of a title ○
e. A topic word(s) ○
f. A subject heading(s) ○
g. A complete call number ○
h. Part of a call number ○
i. Other: ○

2. BY SEARCHING THE COMPUTER CATALOG I WAS TRYING TO FIND:
(Mark all that apply)

a. A specific book, journal or magazine ○
b. Books, journals or magazines on a topic ○
c. Books by a specific author ○
d. Information such as publisher, date, spelling of a name, etc. ○
e. If a book that I know the library has is on the shelf ○
f. Another library that has a book, journal or magazine that I want ○
g. What it is like to use the computer catalog ○
h. Other: ○

3. I SEARCHED FOR WHAT I WANTED BY:
(Mark all that apply)

a. A complete author's name ○
b. Part of an author's name ○
c. A complete title ○
d. Part of a title ○
e. A topic word(s) ○
f. A subject heading(s) ○
g. A complete call number ○
h. Part of a call number ○
i. Other: ○

4. I NEED THIS INFORMATION FOR:
(Mark all that apply)

a. Recreational uses ○
b. Making or fixing something ○
c. My work or job ○
d. Personal interest ○
e. A hobby ○
f. Class or course reading ○
g. A course paper or report ○
h. A thesis or dissertation ○
i. Writing a paper, article or book ○
j. Teaching or planning a course ○
k. Keeping up on a topic or subject ○

5. IN THIS SEARCH I FOUND:
(Mark one only)

a. More than I was looking for ○
b. All or most of what I was looking for ○
c. Some of what I was looking for ○
d. Nothing I was looking for ○

6. IN RELATION TO WHAT I WAS LOOKING FOR, THE SEARCH WAS:
(Mark one only)

a. Very satisfactory ○
b. Somewhat satisfactory ○
c. Somewhat unsatisfactory ○
d. Very unsatisfactory ○

7. I CAME ACROSS THINGS OF INTEREST OTHER THAN WHAT I WAS LOOKING FOR:

a. Yes ○
b. No ○

8. IN ADDITION TO THIS COMPUTER CATALOG SEARCH I HAVE ALSO USED OR WILL USE:
(Mark all that apply)

a. A card, book or microfilm catalog ○
b. Printed indexes ○
c. None of the above ○
d. Other: ○

9. I GOT HELP IN DOING THIS COMPUTER CATALOG SEARCH FROM:
(Mark all that apply)

a. I did not get help ○
b. Printed material or signs ○
c. Instructions on the terminal screen ○
d. Library staff member ○
e. Person nearby ○

10. MY OVERALL OR GENERAL ATTITUDE TOWARD THE COMPUTER CATALOG IS:
(Mark one only)
- a. Very favorable .... ○
- b. Somewhat favorable .... ○
- c. Somewhat unfavorable .... ○
- d. Very unfavorable .... ○

11. HOW LIKELY ARE YOU TO USE THE COMPUTER CATALOG IN THE FUTURE?
- a. Very likely .... ○
- b. Somewhat likely .... ○
- c. Somewhat unlikely .... ○
- d. Very unlikely .... ○

PART 2: YOUR EXPERIENCE WITH COMPUTER CATALOG FEATURES

INSTRUCTIONS: If you strongly agree with a statement, mark the "STRONGLY AGREE" column. If you strongly disagree, mark the "STRONGLY DISAGREE" column. If you agree but not strongly, or disagree but not strongly, mark either the "AGREE" or the "DISAGREE" column depending on which corresponds to your opinion. If you neither agree at all nor disagree at all, mark the center "NEITHER AGREE NOR DISAGREE" column. Remember to mark the single column for each question that corresponds most closely to how you feel. If the statement does not apply to your experience at the computer catalog, mark the column, "DOES NOT APPLY".

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
REMEMBERING THE CORRECT WAY TO ENTER:						
12. A title search is difficult	SA	AG	N	DA	SD	NA
13. An author search is easy	SA	AG	N	DA	SD	NA
14. A subject search is difficult	SA	AG	N	DA	SD	NA
15. A call number search is easy	SA	AG	N	DA	SD	NA
16. A combined author/title search is difficult	SA	AG	N	DA	SD	NA
DURING A SEARCH:						
17. Remembering commands in the middle of the search is easy	SA	AG	N	DA	SD	NA
18. Finding the correct subject term is difficult	SA	AG	N	DA	SD	NA
19. Scanning through a long display (forward or backward) is easy	SA	AG	N	DA	SD	NA
20. Increasing the result when too little is retrieved is difficult	SA	AG	N	DA	SD	NA
21. Reducing the result when too much is retrieved is easy	SA	AG	N	DA	SD	NA
22. Understanding explanations on the screen is difficult	SA	AG	N	DA	SD	NA
23. Using codes or abbreviations for searching is easy	SA	AG	N	DA	SD	NA
24. Understanding codes or abbreviations on the screen is difficult	SA	AG	N	DA	SD	NA
25. Library names or abbreviations on the screen are easy to understand	SA	AG	N	DA	SD	NA
26. Locating call numbers on the screen is difficult	SA	AG	N	DA	SD	NA
27. Understanding explanations for searching with a short form of a name or a word (truncation) is easy	SA	AG	N	DA	SD	NA
28. Understanding explanations for using logical terms like AND, OR, NOT is difficult	SA	AG	N	DA	SD	NA
29. Remembering the exact sequence or order of commands is easy	SA	AG	N	DA	SD	NA
30. Understanding the initial instructions on the screen is difficult	SA	AG	N	DA	SD	NA
31. Understanding the display for a single book, journal or magazine is easy	SA	AG	N	DA	SD	NA
32. Understanding the display that shows more than a single book, journal or magazine is difficult	SA	AG	N	DA	SD	NA
33. Interrupting or stopping the display of information is easy	SA	AG	N	DA	SD	NA
IN GENERAL:						
34. Typing in exact spelling, initials, spaces and hyphens is difficult to do	SA	AG	N	DA	SD	NA
35. Knowing what is included in the computer catalog is easy to remember	SA	AG	N	DA	SD	NA

IN GENERAL:

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
36. The years of publication that are included in the computer catalog are difficult to remember	SA	AG	N	DA	SD	NA
37. The order in which items are displayed is easy to understand	SA	AG	N	DA	SD	NA
38. Displayed messages are too long	SA	AG	N	DA	SD	NA
39. Selecting from a list of choices takes too much time	SA	AG	N	DA	SD	NA
40. Entering commands when I want to during the search process is difficult	SA	AG	N	DA	SD	NA
41. Good typing skills are required to use the computer catalog	SA	AG	N	DA	SD	NA

42. Comments: ______________________________

PART 3: YOUR EXPERIENCE AT THE COMPUTER CATALOG TERMINAL

INSTRUCTIONS: Continue to mark your degree of agreement or disagreement as in the previous section.

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
43. It is hard to find a free terminal	SA	AG	N	DA	SD	NA
AT THE TERMINAL I USED:						
44. The keyboard is confusing to use	SA	AG	N	DA	SD	NA
45. There is too much glare on the screen	SA	AG	N	DA	SD	NA
46. The letters and numbers are easy to read	SA	AG	N	DA	SD	NA
47. The lighting around the terminal is too bright	SA	AG	N	DA	SD	NA
48. The writing space at the terminal is adequate	SA	AG	N	DA	SD	NA
49. Nearby noise is distracting	SA	AG	N	DA	SD	NA
50. The height of the terminal table is about right	SA	AG	N	DA	SD	NA
51. The rate at which the computer responds is too slow	SA	AG	N	DA	SD	NA
52. The availability of signs and brochures is adequate	SA	AG	N	DA	SD	NA
53. Signs and brochures are not very useful	SA	AG	N	DA	SD	NA
54. Library staff are usually available to assist me	SA	AG	N	DA	SD	NA
55. The staff advice is often not helpful	SA	AG	N	DA	SD	NA

IF THERE IS NO PRINTER AT YOUR TERMINAL CONTINUE TO PART 4

IF THERE IS A PRINTER AT YOUR TERMINAL ANSWER THESE QUESTIONS

DOES NOT APPLY
STRONGLY DISAGREE
DISAGREE
NEITHER AGREE NOR DISAGREE
AGREE
STRONGLY AGREE

56. Using the printer is difficult	SA	AG	N	DA	SD	NA
57. The legibility of a copy from the printer is adequate	SA	AG	N	DA	SD	NA
58. The printer noise is distracting	SA	AG	N	DA	SD	NA

PART 4: IMPROVING THE COMPUTER CATALOG

INSTRUCTIONS: Select the response or responses that best reflect your views about changes that should be made in the computer catalog.

59. WHAT ADDITIONAL FEATURES WOULD YOU LIKE THE COMPUTER CATALOG TO HAVE? (Select up to four)

a. Providing step by step instructions ○
b. Searching by any word or words in a title ○
c. Searching by any word or words in a subject heading ○
d. Limiting search results by date of publication ○
e. Limiting search results by language ○
f. Ability to search by journal title abbreviations ○
g. Ability to change the order in which items are displayed ○
h. Ability to view a list of words related to my search words ○
i. Ability to search for illustrations and bibliographies ○
j. Ability to search words that are next to each other ○
k. Ability to print search results ○
l. Ability to search a book's table of contents, summary or index ○
m. None ○
n. Other: ○

☐

60. WHICH COMPUTER CATALOG SERVICE IMPROVEMENTS WOULD YOU LIKE THE LIBRARY TO MAKE? (Select up to four)

a. More terminals ○
b. Terminals at locations other than near the card catalog ○
c. Terminals at places other than library buildings ○
d. A chart of commands posted at the terminal ○
e. Manual or brochure at the terminal ○
f. An instruction manual for purchase ○
g. Training sessions ○

(Continued)

60. (Continued)

h. More staff assistance with the computer catalog ○
i. Slide/tape/cassette training program ○
j. More of the library's books in the computer catalog ○
k. More kinds of material such as journals, films, maps, etc. in the computer catalog ○
l. None ○
m. Other: ○

☐

61. WHAT ADDITIONAL KINDS OF MATERIALS WOULD YOU LIKE TO SEE INCLUDED IN THE COMPUTER CATALOG? (Select up to four)

a. More dissertations ○
b. More motion picture films ○
c. More government publications ○
d. More journal or magazine titles ○
e. More maps ○
f. More manuscripts ○
g. More music scores ○
h. More newspapers ○
i. More phonograph records or tapes ○
j. More technical reports ○
k. More of the library's older books ○
l. None ○
m. Other: ○

☐

JUST A FEW MORE QUESTIONS—

PLEASE CONTINUE ⟶

PART 5: COMPARING THE CARD CATALOG AND THE COMPUTER CATALOG

INSTRUCTIONS: Compare your experience of the card catalog with your experience of the computer catalog. For each statement indicate whether the CARD CATALOG IS SUPERIOR, the COMPUTER CATALOG IS SUPERIOR or there is NO DIFFERENCE between the two. "Card Catalog" includes book catalogs and microfilm catalogs.

	CARD CATALOG SUPERIOR	THERE IS NO DIFFERENCE	COMPUTER CATALOG SUPERIOR
62. In terms of overall searching speed	○	○	○
63. To search among all or most of the books in the library	○	○	○
64. To search for a specific book, journal or magazine	○	○	○
65. To search for books published in recent years	○	○	○
66. To find a few books on a topic	○	○	○
67. To scan through several book titles	○	○	○
68. To learn to use without assistance	○	○	○
69. To prepare a comprehensive bibliography	○	○	○

PART 6: ABOUT YOURSELF

INSTRUCTIONS: Your responses are confidential. Please do not write your name anywhere on this questionnaire.

70. I USE THIS LIBRARY:
- a. Daily ○
- b. Weekly ○
- c. Monthly ○
- d. About four times a year ○
- e. About once a year ○
- f. Not before today ○

71. I USE THIS COMPUTER CATALOG:
- a. Every library visit ○
- b. Almost every visit ○
- c. Occasionally ○
- d. Rarely ○
- e. Not before today ○

72. I USE THIS LIBRARY'S BOOK, CARD OR MICROFILM CATALOG:
- a. Every visit ○
- b. Almost every visit
- c. Occasionally ○
- d. Rarely ○
- e. Not before today

73. THE USE OF COMPUTER TECHNOLOGY LIKE THE COMPUTER CATALOG IS:
- a. Very familiar to me
- b. Somewhat familiar to me
- c. Somewhat unfamiliar to me
- d. Very unfamiliar to me

74. I USE A COMPUTER TERMINAL OTHER THAN THE LIBRARY'S TERMINALS:
- a. Daily ○
- b. Weekly ○
- c. Monthly ○
- d. About four times a year ○
- e. About once a year ○
- f. Never ○

75. I FIRST BECAME AWARE OF THE COMPUTER CATALOG FROM: (Mark all that apply)
- a. Seeing a terminal in the library ○
- b. Library tour or orientation ○
- c. An article or written announcement ○
- d. A course instructor ○
- e. A friend or family member ○
- f. Library staff ○
- g. Other: ○

76. I LEARNED HOW TO USE THE COMPUTER CATALOG: (Mark all that apply)
- a. By myself
- b. From a friend
- c. Using printed instructions
- d. Using instructions on the terminal screen
- e. From the library staff
- f. From a library course or orientation
- g. From a slide/tape/cassette program
- h. Other:

77. MY AGE GROUP IS:

a. 14 and under ○
b. 15-19 years ○
c. 20-24 years ○
d. 25-34 years ○
e. 35-44 years ○
f. 45-54 years ○
g. 55-64 years ○
h. 65 and over ○

CONTINUE TO 78 →

78. MARK YOUR CURRENT GRADE OR HIGHEST GRADE COMPLETED:

Grade School or Elementary School
a. Up to five ○
b. Six ○
c. Seven ○
d. Eight ○

High School or Secondary School
e. Nine ○
f. Ten ○
g. Eleven ○
h. Twelve ○

College or University
i. Thirteen ○
j. Fourteen ○
k. Fifteen ○
l. Sixteen ○
m. Over sixteen ○

IF YOU ARE COMPLETING THIS QUESTIONNAIRE AT A COLLEGE OR UNIVERSITY ANSWER THE NEXT 3 QUESTIONS.

IF YOU ARE COMPLETING THIS QUESTIONNAIRE AT A PUBLIC LIBRARY STOP HERE AND RETURN THE QUESTIONNAIRE. THANK YOU FOR PARTICIPATING IN THIS STUDY OF THE COMPUTER CATALOG.

79. THE CATEGORY THAT BEST DESCRIBES MY ACADEMIC AREA IS:

a. Arts and Humanities ○
b. Natural Sciences ○
c. Social Sciences ○
d. Agriculture ○
e. Business/Management ○
f. Education ○
g. Engineering ○
h. Medical/Health Sciences ○
i. Law ○
j. Major not declared ○
k. Interdisciplinary ○

80. THE MAIN FOCUS OF MY ACADEMIC WORK AT THE PRESENT TIME IS:

a. Course Work ○
b. Teaching ○
c. Research ○
d. Both Teaching and Research ○
e. Teaching and Course Work ○
f. Research and Course Work ○

81. MY PRESENT AFFILIATION WITH THIS COLLEGE OR UNIVERSITY IS:

a. Undergraduate ○
b. Graduate - master's level ○
c. Graduate - doctoral level ○
d. Faculty ○
e. Nonfaculty Research Staff ○
f. Nonfaculty Teaching Staff ○
g. College or University Staff ○
h. Other status ○
i. Alumnus or Alumna ○
j. No affiliation ○

THIS COMPLETES THE QUESTIONNAIRE. PLEASE RETURN IT.

THANK YOU FOR PARTICIPATING IN THIS STUDY OF THE COMPUTER CATALOG.

SUPPLEMENTARY QUESTIONNAIRE ITEMS

82 ○○○○○
83 ○○○○○
84 ○○○○○
85 ○○○○○
86 ○○○○○
87 ○○○○○
88 ○○○○○
89 ○○○○○
90 ○○○○○
91 ○○○○○
92 ○○○○○
93 ○○○○○
94 ○○○○○
95 ○○○○○
96 ○○○○○
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114 ○○○○○
115 ○○○○○
116 ○○○○○

Appendix H

A SAMPLE MELVYL SEARCH SESSION

This appendix contains examples of MELVYL searches using both Command and Lookup Modes, and illustrates the various formats available for retrievals. Messages, instructions, and retrievals are presented in light type. User responses to prompts are in darker italics. The examples follow the sequence a user would encounter at a terminal. The symbol -> is a prompt. Whenever this appears, the computer waits for the user to enter the information requested. All displays are headed with the keywords entered by the user and the number of books retrieved.

In Lookup Mode, the prompt often follows a list of choices to which the user responds by selecting and typing in a number. Keywords, whether author, title, or subject, are merely typed in after the user is prompted for them. The user then requests a particular format by selecting a number, and requests the records to be displayed on the screen. To begin a new search or to end the session, the user types the appropriate number when prompted.

Command Mode is more complicated to use than Lookup. Once the user has selected Command Mode, the prompt -> appears with a brief message. The user is expected to type in commands. As shown in the sample, typing in "HELP" will elicit instructions on how to begin a search. Command Mode users must begin each request with a valid command such as "find" or "display", and precede search terms by the proper index, e.g., "su" or "ti". Occasionally, in both Lookup or Command Modes, a request will require a longer search. The user will get a message to inform him of this, and in parentheses, the number of cycles that the search must go through. MELVYL reports back to the user as each cycle is completed, giving the user an idea of how the search is progressing. The user may cancel the long search if desired.

The first example of the Command Mode search in this appendix illustrates the use of "and" to modify an initial search. This creates a long search of 7 cycles. The illustration lists the cycles as they are completed. The search is then limited to the libraries at UC Berkeley with the command "at UCB", and to books published after 1980 with "and date 1980-". Retrievals are requested in MARC format. To continue the display, the user types in "ns" (next screen). The second search illustrates the use of Boolean searching by combining "ti" and "pa" (title and personal author), and retrievals are displayed first in the default format, brief, and then in long format by the user's request. The search is ended by typing "end".

In the Lookup Mode search, the user has selected the northern campus libraries ("nor"), and requested a subject search, using one search term, "online". This retrieves 96 books, displayed in review format. The user begins a second subject search using two terms, "online catalog", and retrieves two books. The user requests to see these displayed in long format, and continues to view screens by typing "1" until there are no more, and then selects "6" to end the search session.

The search session reproduced here was conducted on the prototype MELVYL system on March 3, 1983, for inclusion in this report.

```
                               WELCOME TO MELVYL

            The University of California's Prototype On-Line Catalog

MELVYL contains 733,412 records representing approximately 1.3  million  books
in  the  University of California libraries.

    ************************************************************************
    *    This is NOT a complete record of books in the UC libraries.       *
    * CHECK your local catalog if you don't find what you need in MELVYL. *
    ************************************************************************




--------------------------------------------------------------------------------
** Type the number of the search mode you want,  then press RETURN.
   Or, for more information, type HELP and press RETURN.

   1. LOOKUP mode   (for new or occasional users)
   2. COMMAND mode  (for users familiar with COMMAND language)

-> 2

   Welcome to Command Mode.  You may now begin typing commands.
   For a brief review of the commands, type HELP and press RETURN.

-> help
```

```
                                                                      PAGE 2

To search for books in the catalog, type FIND, followed by the index you wish
to search, followed by the keywords you want to search in that index.  To
search more than one index, continue your search request with a conjunction
(AND, OR, or AND NOT), another index name, and more keywords.  The index names
you may use are:

   PA (personal author)           UT (uniform title)
   CA (corporate author)          SE (series name)
   TI (title)                     SU (subject)

After you have retrieved some records, you may display them by typing DISPLAY,
followed by the record numbers you want to see, followed by the format in
which you want to see them.

The following are all valid search and display commands:

   FIND PA JAMES BALDWIN AND TI DEVIL          DISPLAY
   FIND PA WILLIAM SHAKESPEARE                 DISPLAY ALL BRIEF
   FIND SU ATOMIC ENERGY                       DISPLAY 1-14 REVIEW

For more detailed instructions, type:
   HELP HELP               HELP FIND                HELP DISPLAY

-> find su online
```

```
   Search request: FIND SU ONLINE
   Search result:  114 records at UC libraries

-> and su catalog#

   LONG SEARCH: type YES and press RETURN to continue search [7]
                type NO and press RETURN to cancel search
                or type a new search command

-> yes

   .....[6] more cycles until completion.  To cancel search, press BREAK.

   .....[5] more cycles until completion.  To cancel search, press BREAK.

   .....[4] more cycles until completion.  To cancel search, press BREAK.

   .....[3] more cycles until completion.  To cancel search, press BREAK.

   .....[2] more cycles until completion.  To cancel search, press BREAK.

   .....[1] more cycle until completion.  To cancel search, press BREAK.

   Search request: FIND SU ONLINE AND SU CATALOG#
   Search result:  9 records at UC libraries

-> at ucb
```

```
   Search request: FIND SU ONLINE AND SU CATALOG#
   Search result:  5 records at Berkeley
                   9 records at UC libraries

-> and date 1980-


Search request: FIND SU ONLINE AND SU CATALOG# AND DATE 1980-
Search result:  1 record at Berkeley
                1 record at UC libraries

1. Juergens, Bonnie.
     Self-instructional introduction to the OCLC Models 100 and 105 terminals
   / by Bonnie Juergens ; revised by Michelle Duffy. Rev. ed..
     Dallas, Tex. : AMIGOS Bibliographic Council, inc., c1980.
       UCB  LibSchLib Z699.4.042 J83 1980





-> display marc
```

```
Search request: FIND SU ONLINE AND SU CATALOG# AND DATE 1980-
Search result:  1 record at Berkeley
                1 record at UC libraries

1. U01621159         STA c     REC am    ENC       DCF i     CSC d   ENT
   INT       INX 0   GOV       FSC 0     BIO       CTY txu   CON          ILS
   REP       MEI 1   CNF 0     FIC 0     MOD       LAN eng    PD s1980
035        $# 0001 $a BER $e RL18253440 $q 65043157 $z 810411  <BER-G>
040        IaU $c IaU  <BER-G>
090        $# 0001 $a Z699.4.042 $b J83 1980 $e BER $f CU-LSL $g LibSchLib $z LSL
           <BER-G>
100 10  Juergens, Bonnie.  <BER-G>
245 10  Self-instructional introduction to the OCLC Models 100 and 105
        terminals / $c by Bonnie Juergens ; revised by Michelle Duffy.  <BER-G>
250     _Rev. ed._.  <BER-G>
260 0   Dallas, Tex. : $b AMIGOS Bibliographic Council, inc., $c c1980.
        <BER-G>
300     iv, 40 p. ; $c 28 cm.  <BER-G>
490 1   Amigos training series ; no. 1  <BER-G>
610 20  OCLC, inc.  <BER-G>
650  0  Cataloging $x Data processing.  <BER-G>
                                    (Record 1 continues on the next screen.)
Press RETURN (or type NS) to see the next screen.
-> ns
```

```
Search request: FIND SU ONLINE AND SU CATALOG# AND DATE 1980-
Search result:  1 record at Berkeley
                1 record at UC libraries

1. (continued)
650  0  Computer input-output equipment.  <BER-G>
650  0  On-line data processing.  <BER-G>
700 10  Duffy, Michelle.  <BER-G>
810 2   Amigos Bibliographic Council. $t Amigos training series ; $v no. 1.
        <BER-G>
910     $# 0001 $a 09/08/80 $d 09/15/80  <BER-G>
952     cam i  <BER-G>








There are no more records to display.  Type PS to see the previous screen.
-> find ti automation and pa salmon
```

```
    Search request: FIND TI AUTOMATION AND PA SALMON
    Search result:  2 records at UC libraries

 -> display
```

```
Search request: FIND TI AUTOMATION AND PA SALMON
Search result:  2 records at UC libraries

1. Preconference Institute on Library Automation, San Francisco, 1967.
     Library automation: a state of the art review; papers, edited by Stephen
   R. Salmon.
     Chicago, American Library Association, 1969.
       UCI  Main Lib  Z678.9.A1 P7 1967aa
       UCSD S & E     Z678.9.A1 P7 1967aa

2. Salmon, Stephen R.
     Library automation systems / Stephen R. Salmon.
     New York : M. Dekker, c1975.
       UCI  Main Lib  Z678.9 .S28
       UCSC McHenry   Z678.9.S28




-> display long
```

```
Search request: FIND TI AUTOMATION AND PA SALMON
Search result:  2 records at UC libraries

1.
Author:        Preconference Institute on Library Automation, San Francisco,
                 1967.
Title:         Library automation: a state of the art review; papers, edited
                 by Stephen R. Salmon. Chicago, American Library Association,
                 1969.
               ix, 175 p. illus. 28 cm.

Notes:         "Held ... under the sponsorship of the Information Science and
                 Automation Division of the American Library Association."
               Includes bibliographical references.

Subjects:      Libraries -- Automation -- Congresses.

Other entries: Salmon, Stephen R., ed.
               American Library Association. Information Science and
                 Automation Division.

                                   (Record 1 continues on the next screen.)
Press RETURN (or type NS) to see the next screen.
-> ns
```

```
                                                                    PAGE 10

Search request: FIND TI AUTOMATION AND PA SALMON
Search result:  2 records at UC libraries

1. (continued)
Call numbers:  UCI  Main Lib  Z678.9.A1 P7 1967aa  (CU-I)
               UCSD S & E     Z678.9.A1 P7 1967aa  (CU-SSe)









Press RETURN (or type NS) for the next screen. Type PS for the previous screen.
-> ns
```

```
Search request: FIND TI AUTOMATION AND PA SALMON
Search result:  2 records at UC libraries

2.
Author:         Salmon, Stephen R.
Title:          Library automation systems / Stephen R. Salmon. New York : M.
                  Dekker, c1975.
                xiii, 291 p. : ill. ; 24 cm.

Series:         Books in library and information science ; v. 15

Notes:          Includes index.
                Bibliography: p. 245-279.

Subjects:       Libraries -- Automation.
                Library science -- Data processing.

Call numbers:   UCI  Main Lib  Z678.9 .S28  (CU-I)
                UCSC McHenry   Z678.9.S28  (CU-SC)


There are no more records to display.  Type PS to see the previous screen.
-> end


Thanks for using the catalog.
```

```
                               WELCOME TO MELVYL

            The University of California's Prototype On-Line Catalog

MELVYL contains 733,412 records representing approximately 1.3  million  books
in  the  University of California libraries.

    ***********************************************************************
    *    This is NOT a complete record of books in the UC libraries.      *
    * CHECK your local catalog if you don't find what you need in MELVYL. *
    ***********************************************************************




-------------------------------------------------------------------------------
** Type the number of the search mode you want,  then press RETURN.
   Or, for more information, type HELP and press RETURN.

   1. LOOKUP mode   (for new or occasional users)
   2. COMMAND mode  (for users familiar with COMMAND language)

-> 1
```

```
                                                                      PAGE 2

Welcome to Lookup Mode.

You can search for books at any one of the following  campuses  or  groups  of
libraries.  Select one of the following, and type its code.

  UCD    (Davis)            UCSF   (San Francisco)      UCLA    (Los Angeles)
  UCI    (Irvine)           UCB    (Berkeley)           UCSD    (San Diego)
  UCR    (Riverside)        UCSC   (Santa Cruz)         UCSB    (Santa Barbara)

            UC          (all UC libraries)
            HAS         (Hastings law library)
            CLU         (San Diego Cluster library)
            LBL         (Lawrence Berkeley Laboratory)
            LAW         (all UC law libraries)
            MED         (all UC medical libraries)
            NOR         (all northern campuses: UCB,UCD,UCSF,UCSC,HASTINGS)
            SOU         (all southern campuses: UCLA, UCSB, UCI, UCR, UCSD)

-------------------------------------------------------------------------------
Type the code for the libraries you want to search, or type HELP, then
press RETURN:

-> nor
```

```
                                                                     PAGE 3
You may search for books in one of two ways:

   by AUTHOR and/or TITLE
   or by SUBJECT.

------------------------------------------------------------------------------
Type the number you want below  or type HELP,  then press RETURN.
   1.  AUTHOR/TITLE search.
   2.  SUBJECT search.

-> 2
```

```
Type SUBJECT words below or type HELP,  then press RETURN.

-> online


Your search for: subject words ONLINE
      retrieved: 96 books from Northern campuses.

1. ACM Symposium on Interactive Systems for Experimental Mathematics,...
     INTERACTIVE SYSTEMS FOR EXPERIMENTAL APPLIED MATHEMATICS; EDITED... 1968
2. Atherton, Pauline, 1929-  LIBRARIANS AND ONLINE SERVICES / by... 1977
3. AN AUTOMATED ON-LINE CIRCULATION SYSTEM: EVALUATION, DEVELOPMENT,... 1973
4. Barwise, T. P.  ONLINE SEARCHING : THE IMPACT ON USER CHARGES OF THE... 1979
5. Bell, M. W.  UNIVERSAL PSYCHOLOGICAL INTERFACE / M. W. Bell, R. A.... 1978
6. BioSciences Information Service.
     BIOSIS SEARCH GUIDE.  1979
7. Black, W. Wayne, 1935-  AN INTRODUCTION TO ON-LINE COMPUTERS BY W.... 1971
8. Brignell, John E.  LABORATORY ON-LINE COMPUTING : AN INTRODUCTION... 1975
9. California. Legislature. Assembly. Committee on Efficiency and Cost Control.
     A REVIEW OF THE DEPARTMENT OF MOTOR VEHICLES ON-LINE ISSUANCE... 1972


-------------------------------------------------------------------------------
Type the number you want below  or type HELP,  then press RETURN.
1. See next screen of this review display.     4. Begin new author/title search
2. See some records in a brief display.        5. Begin new subject search.
3. See some records in a long display.         6. End the session.
-> 5
```

```
Type SUBJECT words below or type HELP,  then press RETURN.

-> online catalog



Your search for: subject words ONLINE CATALOG
      retrieved: 2 books from Northern campuses.

1. Griffith, Jeffrey C.  THE USE OF A MICROFICHE CATALOG FOR PUBLIC... 1976
2. University of California (System). Division of Library Automation.
     UNIVERSITY OF CALIFORNIA PROTOTYPE ON-LINE CATALOG : A PROSPECTUS.  1980









-----------------------------------------------------------------------------
Type the number you want below  or type HELP,  then press RETURN.
1. See some of these records in a BRIEF display.  4. Begin new subject search.
2. See some of these records in a LONG display.   5. End the session.
3. Begin new author/title search.
-> 2
```

```
Type the numbers of the records you want to see in  LONG format, or type HELP,
then press RETURN.  To see currrent REVIEW screen again, simply press RETURN.
-> 1 2


Your search for: subject words ONLINE CATALOG
      retrieved: 2 books from Northern campuses.

1.
Author:        Griffith, Jeffrey C.
Title:         The use of a microfiche catalog for public service and on-line
                 retrieval of bibliographic data / J. C. Griffith, R. M. Hayes.
               [Los Angeles] : Graduate School of Library and Information
                 Science, UCLA ; Arlington, Va. : Prepared by ERIC Document
                 Reproduction Service, 1976.
               74 leaves ; 28 cm.

Series:        ERIC reports

Notes:         Author's name in "document resume": Griffith, C. C.
               Bibliography: leaves 24-35.
                                       (Record 1 continues on the next screen.)
-------------------------------------------------------------------------------
Type the number you want below or type HELP, then press RETURN.
1. See next screen of this display.          4. Begin new author/title search.
2. See other records in LONG format.         5. Begin new subject search.
3. See the review display again.             6. End the session.
-> 1
```

```
Your search for: subject words ONLINE CATALOG
      retrieved: 2 books from Northern campuses.

1. (continued)
Subjects:      California. University. Libraries.
               Library catalogs on microfilm.
               Catalogs, Union -- California.
               On-line data processing.
               CARD (Microfiche reader)

Other entries: Hayes, Robert Mayo, 1926-, joint author.

Call numbers:  UCB  LibSchLib Z699.3.G75  (CU-LSL)


--------------------------------------------------------------------------------
Type the number you want below or type HELP, then press RETURN.
  1. See next screen of this display.       5. Begin new author/title search.
  2. See previous screen of this display.   6. Begin new subject search.
  3. See different records in LONG format.  7. End the session.
  4. See the review display again.
-> 1
```

```
Your search for: subject words ONLINE CATALOG
     retrieved: 2 books from Northern campuses.

2.
Author:        University of California (System). Division of Library
                 Automation.
Title:         University of California prototype on-line catalog : a
                 prospectus. 2nd ed. Berkeley : Division of Library
                 Automation, Office of the Assistant Vice President, Library
                 Plans and Policies, University of California, 1980.
               33 leaves ; 28 cm.

Notes:         January 1980.
               Bibliographic footnotes.

Subjects:      University of California (System) -- Libraries -- Automation.
 -------------------------------------(Record 2 continues on the next screen.)
Type the number you want below or type HELP, then press RETURN.
  1. See next screen of this display.       5. Begin new author/title search.
  2. See previous screen of this display.   6. Begin new subject search.
  3. See different records in LONG format.  7. End the session.
  4. See the review display again.
-> 1
```

```
                                                                    PAGE 9
Your search for: subject words ONLINE CATALOG
      retrieved: 2 books from Northern campuses.

2. (continued)
               Catalogs, Union -- California.
               University of California union catalog.

Call numbers:  UCB  Trans      Z678.9 .U56  (CU-IT)




-------------------------------------------------------------------------------
Type the number you want below or type HELP, then press RETURN.
  1. See previous screen of this display.   4. Begin new author/title search.
  2. See other records in LONG format.      5. Begin new subject search.
  3. See the review display again.          6. End the session.
-> 6


Thanks for using the catalog.
```

Appendix I

IMPLICATIONS OF FINDINGS FROM THE AGGREGATE SURVEY

The following is the text of Chapter 10, "Implications of the Survey Findings," from the final report on the aggregate analysis of questionnaire data: University of California, Systemwide Administration, Division of Library Automation and Library Research and Analysis Group, *Users Look at Online Catalogs: Results of a National Survey of Users and Non-Users of Online Public Access Catalogs*, Berkeley, CA: The University, November 16, 1982, pp. 147-153.

Chapter 10

IMPLICATIONS OF THE SURVEY FINDINGS

In this chapter we would like to pull together some of the salient findings and assess their implications for action. The observations discussed below are all drawn from the data and analyses reported in previous chapters; the discussion that follows, however, is based on our interpretation of those findings.

The discussion is divided into three parts:

- Implications that are within the scope of action of *library managers* (directors, department heads, etc.).
- Implications that are within the scope of *system designers*.
- Implications that must be acted upon by the *library profession*.

10.1 IMPLICATIONS FOR LIBRARY MANAGERS

10.1.1 There are No Public Service Barriers to Adopting Online Catalogs

While financial and other considerations may prevent a library from installing an online catalog, there are no public service barriers: you will not be lynched by your users. The evidence shows that those who have used the OLC love it, and that those who have not like it almost as well. It is certainly true that some OLC designs will provide more satisfaction than others, but users (and non-users for the most part) prefer the OLC to the catalog forms it replaces, regardless of the level of sophistication or quality of the catalog.

10.1.2 Make the Catalog Visible

Don't be hesitant. Put the OLC terminals where users can't miss them. The evidence shows that this is the best form of publicity for the OLC, and (as we will discuss below), the catalog tends to "sell itself": those who see it use it, and those who use it tend to continue.

10.1.3 *Plan for a Lot of Terminals*

Over half of our respondents want more terminals: terminals throughout the library, and terminals in places other than the library. This tends to be true of both "opening day" OLCs and "mature" catalogs that have been available for years and already support hundreds of public access terminals. It would appear that the driving force here is not the inconvenience of waiting for an available terminal (about 28 percent of respondents said this was a problem--a large number, but smaller than the number who want more), but the convenience of having access to the catalog *where the users are*, rather than where the catalog card cabinet happens to be. This suggests that, although it is necessary to supply enough terminals initially to keep queuing to a satisfactory level, in the long run the demand for terminals may be nearly infinite. It would be sensible to prepare well in advance to deal with this demand.

10.1.4 *Provide Lots of Writing Space at the Terminal*

Over one-third of users complained about this problem. Providing space to take notes and stash belongings seems like an obvious design factor, but it is often overlooked.

10.1.5 *Plan to Provide Printers*

Taking notes from OLC searches is always a problem, even with enough writing space. About 30 percent of users want a printing capability in systems that do not now have it, and analysis shows this feature can help ameliorate a number of searching problems. As a corollary, make sure the printer is easy to use--this was a significant source of complaint among our respondents.

10.1.6 *Plan to Expand the Database*

User preferences for adding to the database vary widely, but most respondents want the database expanded in some way; only 11 percent could think of no additional material they wanted included. Expansion includes both retrospective conversion and the addition of formats not now in the catalog. Users' inability to remember what was included in the scope of the OLC was among the top three searching problems. Given the well-documented intolerance of library users to search multiple files, the only solution may be to include everything.

10.1.7 Assisting Users, Attracting Non-Users

10.1.7.1 A Review of the Findings

Before proceeding to our observations on how libraries can assist OLC users and attract non-users, we would like to briefly review the chief findings in this area:

1. The chief reason for non-use of OLCs appears to be that respondents are not frequent users of either the library or the library catalog (in any form).

2. The majority of users (70 percent) learn to use the OLC without staff help.

3. First-time users are generally enthusiastic about the OLC; satisfaction drops with increased use, then rises again as frequency of use increases.

4. Non-users think the online catalog is great: 90 percent have a favorable attitude toward the OLC, and (of those who could decide) 63 percent think the OLC is better than the catalog it replaces.

10.1.7.2 Promote Use of the Library--The OLC Will Promote Itself

If, as the evidence shows, most users discover the OLC by seeing it in the library, most learn to use it with the help of printed and online aids, and most non-users of the OLC are non-users of libraries and library catalogs, it would appear that the best expenditure of staff effort to increase OLC use is to make frequent library users of infrequent ones. For fairly frequent library users, the OLC sells itself, and groups who do not now use it would not, for the most part, take advantage of training or promotional programs targeted on the catalog itself.

10.1.7.3 Provide More and Better Printed Aids

Most users learn to use the catalog from print sources, and most turn to printed guides and brochures when they need help. This is not to say that public service staff are unneeded or should themselves be untrained, but it does imply that effective printed materials should be a priority.

10.1.7.4 *Plan for Online Assistance*

One factor that ameliorates reliance on both printed aids and staff assistance is online help, but it is evident that halfway measures will not do: a few instructions or help screens, especially if they are "mandatory," may try the users' patience, and the evidence shows that a little online help may add to the load on public service staff, while a lot of help substantially reduces it.

10.1.7.5 *To Improve Satisfaction, Improve the System, Not the Training*

First-time users of the OLC generally walk away happy, with or without prior training. Levels of satisfaction drop with further experience, as though initial expectations had been let down. We also know that "success breeds success"--users who find what they are looking for are not only happier with the search, but with with the OLC in general. It looks as if the best way to improve user satisfaction is *not* to train users how to deal with problems (or get around them), but to remedy the system's inadequacies.

Follow the previous advice: add records, terminals, and printers; give printed and online assistance. Press system designers to improve and simplify the interface, and to add useful features. The public service staff see the users and help them with problems: involve the staff in setting priorities and developing specifications.

10.2 IMPLICATIONS FOR SYSTEM DESIGNERS

10.2.1 *When Designing New Features and Capabilities, Pay Attention to the Interface*

Features and aids can help users, but can also make the user interface too complex and wordy. When adding new software features or online help systems, pay special attention to the way they manifest themselves in the interface, and make sure that the methods for accessing and controlling them are clear, concise, simple, and consistent with the existing interface.

10.2.2 *Subject Searching is Important--Do What You Can to Help*

Apparently there is no single aspect of the user's interaction with the OLC that influences his satisfaction more than searching by subject. The users' stated preferences, their reported experience in "finding the correct subject terms," and our analysis of user satisfaction all point to two actions with the potential to improve subject searching:

1. Implement keyword searching for subjects (and for titles, although the users' interest in the latter is less marked).
2. Help them find the term(s) they want by permitting them to browse the subject index or thesaurus.

10.2.3 *Clean Up the User Interface*

Users experience difficulties in remembering commands and controlling sessions, and to a lesser degree in using understanding codes and abbreviations. This is a major problem area, but fortunately it can be addressed fairly easily by rationalizing command syntax, simplifying commands, speeding up menu displays, and the like.

10.2.4 *Provide Circulation Status Information*

The third-ranked request for system improvement is "ability to know if the book is available for my use." Providing circulation status information should be a high priority for systems without this facility.

10.2.5 *Provide Brief Displays*

The data show that a very small proportion of users (about 5 percent) use the OLC to obtain and record the more technical details of bibliographic information. Most users are apparently satisfied with less-than-full bibliographic displays, and the time it takes the OLC to display information they do not need may test their patience. Plan for relatively brief displays[22] as a default, and offer more complete information as an option.

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[22] Just how brief has been the subject of considerable research. The topic is, however, outside the scope of this report.

10.2.6 *Make it Easier to Construct Multi-Index Searches*

Between 22 and 40 percent of all searches appear to require access to more than one index. If searches cannot be constructed across indices with Boolean arguments, the user's task becomes very difficult. When this capability is present, it may not be well understood; clear explanation and examples are essential.

10.2.7 *Do Not Give High Priority to Very Short Response Times*

Response time is an important consideration in system design and operation, but it is the seventh-ranked problem area identified by users. Delays do not seem to play a predominant role in user satisfaction. Extended response times are probably unacceptable, but very short response times may not be necessary, especially if the resources needed to achieve them can be better used on other system improvements.

10.3 *IMPLICATIONS FOR THE LIBRARY PROFESSION*

Much of the data reported here reinforces the belief, propounded by Cochrane[23] and others, that subject searching is an important aspect of online catalog use, and that subject access must be improved. System designers can do a good deal to help, but they can only work with the bibliographic data they have. It is up to the profession as a whole to improve standards for record creation that in turn help to improve subject-searching success.

There are two distinct areas for possible improvement.

10.3.1 *Enrich Subject Access*

The first is to increase the amount of subject information in bibliographic records. Among the four highest user priorities for improvements of *any* type (systems, library services, databases) is "the ability to search a book's table of contents, summary, or index."

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[23] Pauline Atherton Cochrane, "Subject Access in the Online Catalog," *Research Libraries in OCLC* No. 5, January 1982, pages 1-7

10.3.2 Simplify Subject Access

"Finding the correct subject term" is among the three most serious problems users experience with OLC systems. The problem can be reduced by restricting the number of possible terms under which a user must search, either by rigorously controlling the vocabulary or by automatically linking the user's search terms with synonymous and related terms that appear in subject headings. The nature of this problem and proposals for its solution are being debated at length in the professional community at this moment, and we have nothing to add to that debate except this: whatever can be done to simplify subject access will be greatly appreciated by users of online catalogs.